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# Safety Instructions

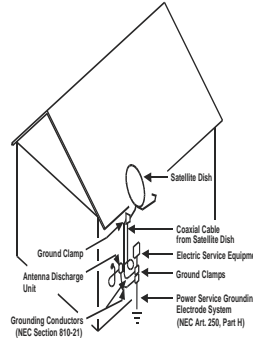
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1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with a dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. Use only attachments/accessories specified by the manufacturer.
12. Unplug this apparatus during lightning storms or when unused for long periods of time.
13. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

**Note to Satellite TV System Installer:** This reminder is provided to call the satellite TV system installer's attention to Article 820-40 of the *National Electrical Code* (NEC) that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical.



### Safety Tips

- Unplug the receiver from the AC power outlet *before* cleaning.
- The use of accessories or attachments not recommended by the receiver manufacturer will void the *Limited Warranty*.
- Do *not* place the receiver in an enclosure such as a cabinet without proper ventilation.
- Do not install the receiver in any area where the temperature can be less than 40°F or more than 113°F.
- Do *not* stack the receiver on top of or below other electronic devices.
- Do *not* place candles or other meltable objects on top of the receiver.
- Operate the receiver using *only* the type of power source indicated on the marking label. Unplug the receiver power cord by gripping the power plug, *not* the cord.
- Do *not* overload wall outlets or extension cords, as this can result in a risk of fire or electrical shock.
- *Never* insert objects of any kind into the receiver through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- *Make sure* that the outdoor parts of the antenna system are grounded in accordance with local, state, federal, and *National Electrical Code* (NEC) requirements.
- Do *not* locate the antenna near overhead light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take *extreme* care to avoid touching such power lines or circuits, as contact with them can be *fatal*.
- Do *not* attempt to service the receiver yourself, as opening or removing covers may expose you to dangerous voltage, and will void the *Limited Warranty*. Refer all servicing to authorized service personnel.
- Use an outlet that contains surge suppression or ground fault protection. For added protection during a lightning storm, or when the receiver is left unattended and unused for long periods of time, unplug the power cord from the wall outlet, disconnect the lines between the receiver and the antenna, and disconnect the telephone line. This will provide some protection against damage caused by lightning or power line surges.

# Chapter 1

## Introduction

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### WELCOME TO DISH NETWORK™

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Thank you for choosing DISH Network. You are about to experience the excitement and convenience of Direct Broadcast Satellite (DBS) service, which delivers the very best in picture and sound quality. DISH Network consistently provides state-of-the-art, satellite-delivered products and services — with high performance, ease of operation, and a wide variety of entertainment options.

### OVERVIEW

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**Before you use your satellite receiver**, you need to install the system or have it installed by a professional technician. For a professional installation, please call the Customer Service Center at 1-800-333-DISH (3474).



A vital part of the installation is to set up the receiver to get the latest software from the satellite signal. If you are installing a new system, your receiver will automatically get this software.

For information on the system, read *Chapter 2, Parts of the System* beginning on page 5.

For information on any specific feature or function, read *Chapter 3, Using The System* beginning on page 23.

If you have a problem operating the system or receive an error message, use the *Troubleshooting Tables* beginning on page 55.

### CONVENTIONS USED IN THIS GUIDE

To make it easy for you to use this guide, we use the following conventions:

- The names of remote control buttons and modes are all uppercase. Example: Press the **SAT** button.
- Menus and options that appear on the TV screen are in bold type. Example: Open the **Program Guide**.
- Connections on the back of the receiver are in small capital letters. Example: **SAT IN**
- *Select* means to move the highlight to an onscreen option or choice in a list and press the **SELECT** button on the remote control. Example: Select the **Locks** option.

### IF YOU NEED MORE ASSISTANCE

If you need help after you read this guide, choose one of the following resources:

- Go to our website at [tech.dishnetwork.com](http://tech.dishnetwork.com)
- Press MENU on your remote control and then select **Customer Service**.
- Call the Customer Service Center at 1-800-333-DISH (3474). You can also call the Customer Service number for information on professional installation.

### QUICK START GUIDE

These instructions guide you through activating your receiver over the phone with the Customer Service Center. If you see a screen that asks you to **Begin Activation**, exit the screen by pressing the DOWN arrow on the remote control to move the highlight to **Watch TV** and then press the SELECT button.

#### STEP 1: ORDERING YOUR PROGRAMMING

1. If the receiver is off, press the blank POWER button on the remote or press the POWER button on the receiver.



2. Press GUIDE on the remote control.

You will see that some channels appear in white. These channels can be viewed immediately. However, many channels will be in red. You cannot view these channels until you order programming.



#### TO ORDER PROGRAMMING

1. Display the **Important System Information** screen on your receiver by pressing SYS INFO on the remote.



## Step 2: Finding Programs To Watch

2. Call the Customer Service Center at 1-800-333-DISH (3474). A customer service representative will help you with your system and will discuss the various programming packages available.
3. Choose a package and the representative will authorize your programming.
4. Wait a few minutes and the channels you purchased will turn from red to white, and can now be viewed.

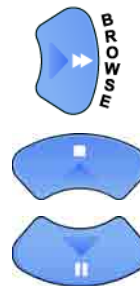
### STEP 2: FINDING PROGRAMS TO WATCH

First, make sure the receiver is turned on. Press the **POWER** button on the remote or press the **POWER** button on the receiver. There are two ways to find information on programs.

- Press the **GUIDE** button. When the **Program Guide** opens, use the **UP** or **DOWN ARROW** to view information on other channels. After you have highlighted a program in the **Program Guide**, press **SELECT** to watch it.

**Note:** The **Program Guide** provides a complete listing of all programs available on all channels, including those that are not in your subscription (these channels have red backgrounds).

- While viewing a program, press the **BROWSE** (**RIGHT ARROW**) button. Then press either the **UP** or **DOWN ARROW**. The information on other channels will appear in the **Browse Banner** at the bottom of the screen. Press **SELECT** to watch the program.



**Tip:** The system automatically displays programs based on the current day and time. Press the **BROWSE** button to advance the Guide to view information on future programs, but not programs that have already ended.

### ABOUT SATELLITE TELEVISION

Satellite television uses a satellite in a stationary orbit over the Earth to deliver television and audio programming. This type of orbit enables the satellite to stay aligned over one place on the surface of the Earth.

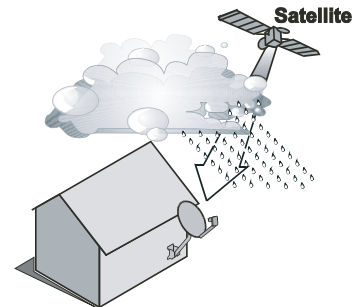
Once the satellite dish is aimed at the satellite, the dish does not have to move to follow it.

## **SATELLITE SIGNAL QUALITY**

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### **RAIN AND SNOW FADE**

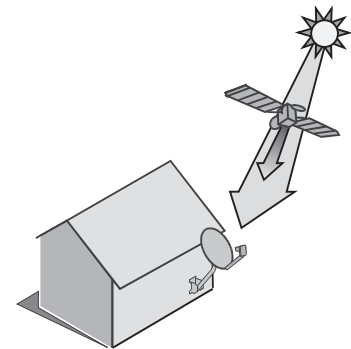
Heavy rain, snow, or dense cloud cover can reduce the satellite signal, which may interrupt your programming service. Your service will return after the weather condition has passed. Aiming the satellite dish to get the strongest signal during installation, will help prevent rain and snow from interrupting the signal.



### **SOLAR INTERFERENCE**

Twice a year, the sun moves to a position behind the DISH Network satellite as it orbits the Earth. This event occurs during a few days at the beginning of the spring and the beginning of the autumn and lasts only a few minutes.

During these brief periods, you will not be able to see programs on DISH Network. When the sun has moved from behind the satellite, the programs will reappear. This is an unavoidable natural event for all television involving the use of satellites and has an adverse effect on many program providers.

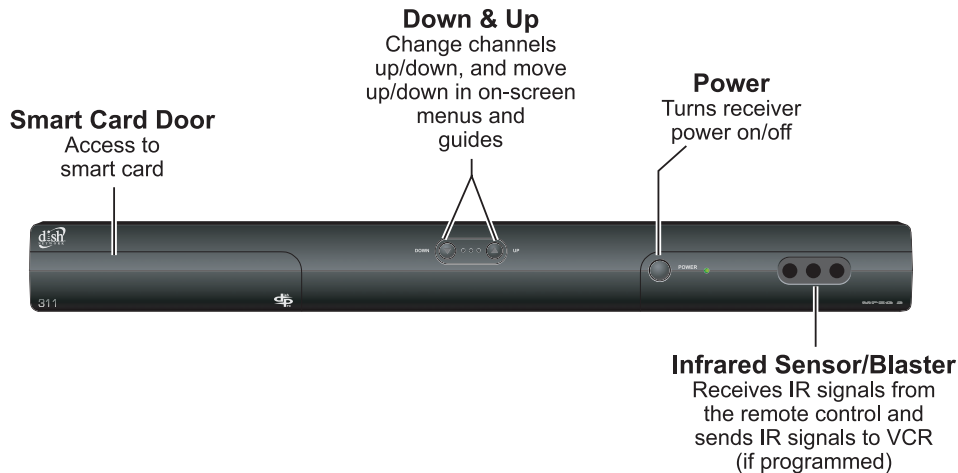




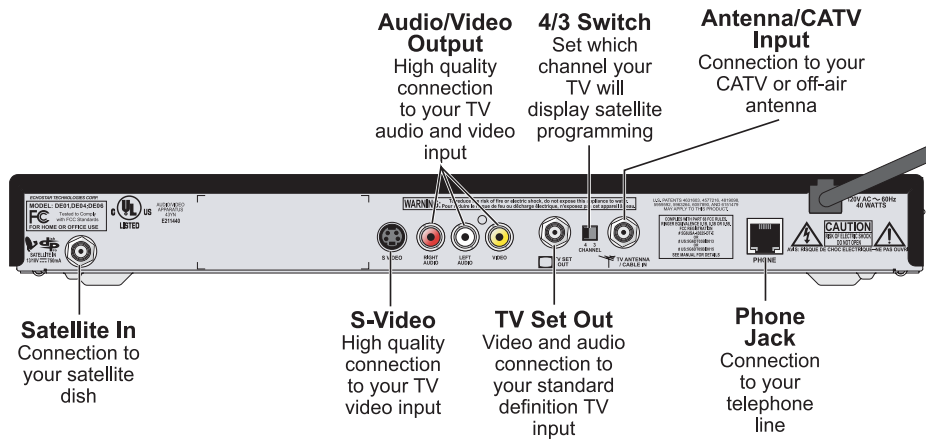
# Chapter 2

## Parts of the System

### FRONT PANEL



### BACK PANEL



**Tip:** Using cable labels makes it easy to tell which cables connect to the right receiver ports. The labels are inside the front cover of this guide.

**Tighten the coaxial cable connections only by hand.**

## REMOTE CONTROL

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This section describes the remote control and how to use the buttons to operate the satellite receiver.

For information on using the remote to control other devices, go to the section titled *Control Other Devices with the Remote*, beginning on page 11.

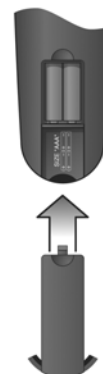
If you lose or damage the remote control, you will not be fully able to control the receiver. If this happens, call the Customer Service Center at 1-800-333-DISH (3474) to order a replacement.

**Note:** This remote control shown in this guide is for example only. The remote that came with the receiver may look slightly different.

## REMOTE CONTROL BATTERIES

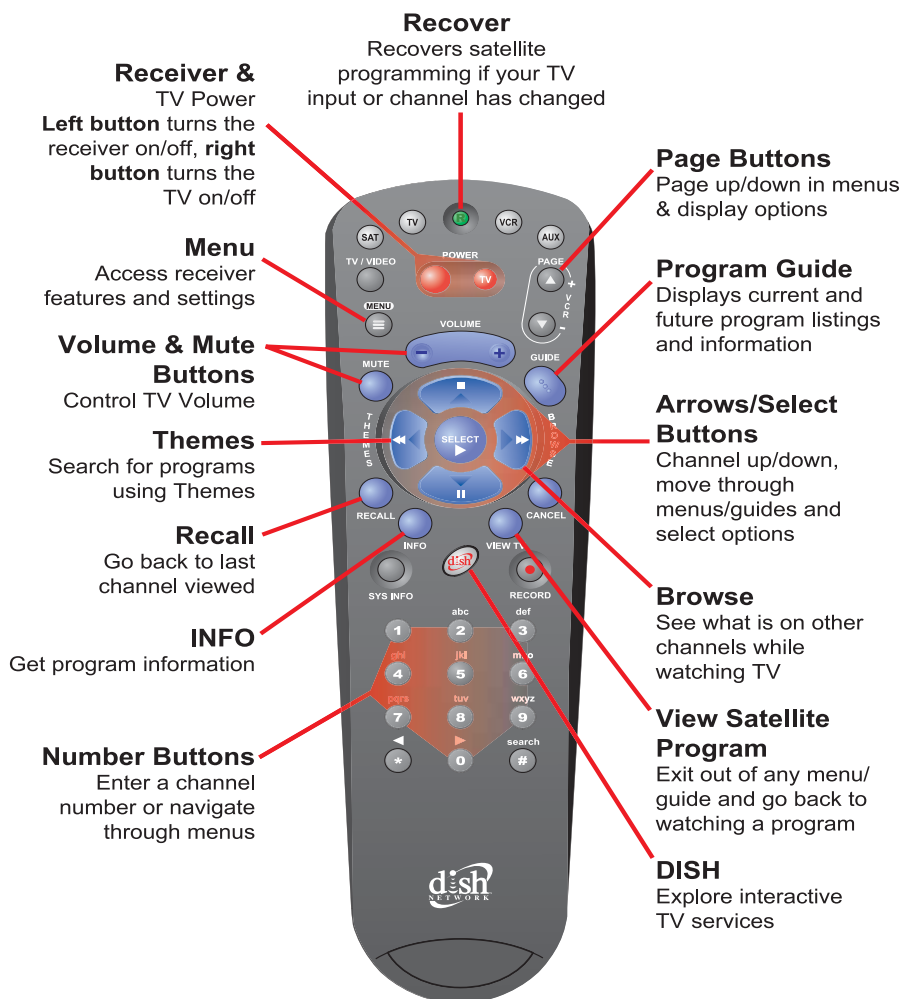
The remote control comes with four AAA batteries. When you replace old batteries, you should replace *all* of the batteries. Use batteries of the same kind, *for example* alkaline or carbon zinc, and *don't* mix batteries of different kinds. Alkaline batteries last longer.

1. Press down on the top of the battery cover and slide the cover off.
2. Take out all of the old batteries.
3. Put the new batteries in. Make sure you match the plus (“+”) ends with the plus markings inside the battery case.
4. Fit the battery cover’s bottom tab back into the slot at the bottom of the battery case, and slide the cover back into place.




## USING THE REMOTE CONTROL IN SAT MODE

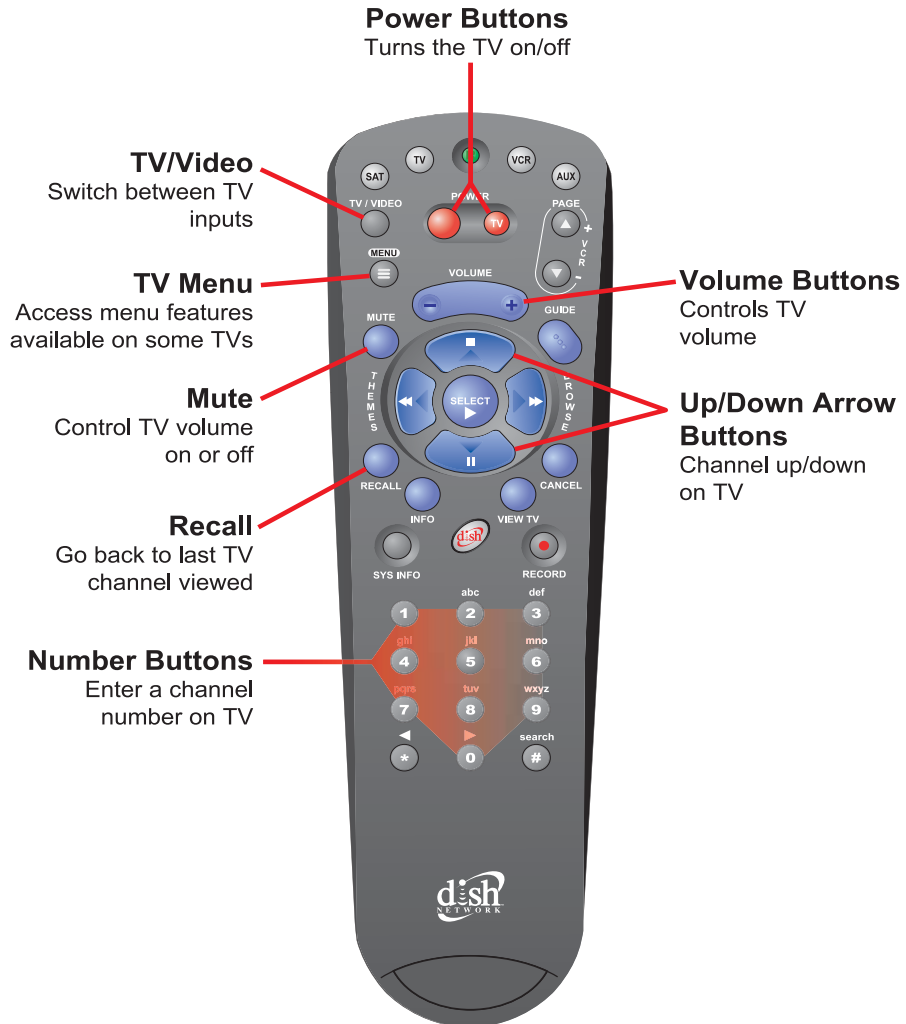
To use the features as described in this section, make sure you are in SAT mode by pressing the SAT Mode button. 



Be sure to program the remote to control your TV so you can use the TV Power, Volume, and Mute buttons. See the instructions starting on page 11.


#### USING THE REMOTE CONTROL IN TV MODE

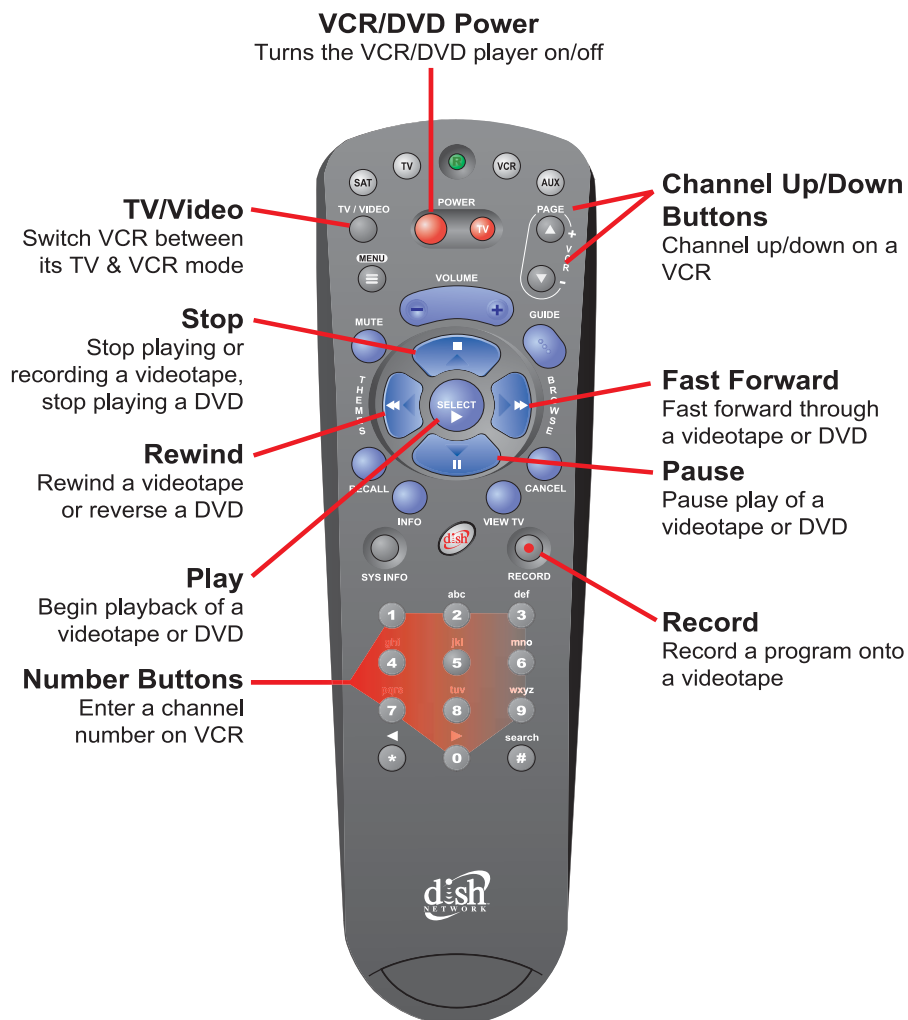
To use the features as described in this section, make sure you are in TV mode by pressing the TV Mode button. 



Be sure to program the remote to control your TV as described on page 11.

## USING THE REMOTE CONTROL IN VCR MODE

To use the features as described in this section, make sure you are in VCR mode by pressing the VCR Mode button.  You can use this mode to operate your DVD player instead of a VCR.



Be sure to program the remote to control your VCR as described on page 11.

Current Remote  
Control Address:

---

New Remote  
Control Address:

---

### CHANGING THE REMOTE CONTROL ADDRESS

The remote control and receiver can operate on any one of 16 addresses; however, they must both be on the same address for the remote to control the receiver. This section explains how to change the address in both devices.

**Note:** Do *not* change the address of the remote unless absolutely necessary because the remote cannot control the receiver if the two devices have different addresses.

1. Turn the receiver OFF and press either CHANNEL UP or DOWN on the front panel to display the **Important System Information** screen. Note the current **Remote Address** shown on your TV screen.



2. Press and hold the SAT mode button until all the mode button backlights come on (it takes about three seconds). Release the SAT mode button.
3. Use the number buttons to enter a new number from 1 to 16. Write the new address in the space provided.
4. Press the POUND button. If the address you entered is valid for the remote control, the SAT mode button backlight flashes three times.
5. Point the remote at the receiver and press the RECORD button. The **Remote Address** on the **Important System Information** screen should match the one you entered.
6. To check the address programmed in the remote, press and hold the SAT mode button for three seconds. Then press the POUND button twice. The SAT mode button backlight flashes the same number of times as the address.
7. Press the SELECT button to exit the **Important System Information** screen.



## SATELLITE VIDEO RECOVERY

Follow these instructions if you accidentally change the channel or video input on your TV and cannot get the picture back from your satellite TV receiver. When you press the **RECOVER** button as described below, the remote control sends commands to your TV to change channels or video inputs to try to get you back to watching satellite programming. This procedure works only if you have accidentally changed the channel or video input and does not recover lost satellite signal (See *Chapter 5 - Reference* for troubleshooting information). Satellite Video Recovery only works if the remote control has been set up to control the TV and/or VCR.

**Note:** You may need to press the **RECOVER** button up to 30 times to recover your satellite TV video.

1. Press and hold the **RECOVER** button until all four mode buttons light, and then let go of the button. The **SAT** mode button flashes twice and then all four mode buttons flash three times.
2. Press the **RECOVER** button. The TV mode button flashes once and then all four mode buttons flash once.

**Note:** Recover will first try to tune your TV to channel 3, then channel 4, and then other video inputs.

3. If you see the **Important System Information** screen, press the **SELECT** button to close the screen. You have recovered your satellite video.
4. If you do not see the **Important System Information** screen, repeat steps 2 and 3 until you have recovered your satellite video.

**Note:** Press any remote control button other than the **RECOVER** button to end this procedure.

## CONTROL OTHER DEVICES WITH THE REMOTE

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### REMOTE CONTROL MODES

You can set the remote to four different modes to control the receiver or other devices. This section explains how to set up the remote to control a device, such as a satellite TV receiver, a TV, a VCR, a DVD player, a tuner, or an amplifier.

To set the remote to the right mode for a device, use the remote control's mode buttons, **SAT** (satellite receiver), **TV**, **VCR** (for a VCR or a DVD player), and **AUX** ("auxiliary," for a DVD player, or an audio amplifier). To *change* the mode, press the button for the device you want the remote to control. The mode button flashes once to show you've set the remote to that mode.

**Tip:** You program the remote that came with your receiver to control as many as three other devices.

#### LIMITED MODE

You can program your remote control in limited mode to keep from accidentally changing the channel on your TV or VCR. When you use the remote to control your TV in limited mode, you will only be able to use the **POWER**, **MUTE**, and **VOLUME** buttons. Also, when you use the remote to control your VCR in limited mode, you will only be able to use the **POWER** and **VCR** tape control buttons.

The section *Set Up the Remote Control* has a step that tells the remote control to go into limited mode.

**Note:** Limited mode is not used with amplifiers.

#### SET UP THE REMOTE CONTROL

You can set up the remote to control other devices using the device codes listed on page 65.

- |   |   |
|---|---|
| 1. Turn the device on.  | Use the device's front panel buttons or its remote control.   |
| 2. Find the brand name of the device in the tables starting on page 65.   | If the brand isn't listed, see <i>Scan for Device Codes</i> on page 13.   |
| 3. Press and hold the mode button until all the other mode buttons light up, and then let go of the button.<br><br>The mode button flashes.     | For example, hold the TV mode button for a TV until all of the other mode buttons light. When you let go, the TV mode light will flash.         |
| 4. <i>For AUX mode only.</i> Press 0 for a second TV, or 1 for a VCR or DVD player, or 2 for a tuner, or amplifier.                             | This step is for programming which kind of device that should be programmed in AUX mode. If you're not programming in AUX mode, skip to step 5. |
| 5. Enter one of the three-digit device codes from the table using the number buttons.   | The three-digit device code should be for the brand name of your device that you found in step 2.   |
| 6. If you want to program limited mode, press 1. If not skip to step 7.   | See <i>Limited Mode</i> for more information.   |
| 7. Press the <b>POUND (#)</b> button. If you are programming a TV/VCR or TV/DVD combination, repeat step 3 with the remote control in VCR mode. | If you entered the code correctly, the mode button flashes three times.   |



- |   |   |
|---|---|
| 8. Press the <b>POWER</b> button to turn off the device. If the device does not turn off, go to step 10.                      | If the code works, the device should turn off.                        |
| 9. Turn the device back on and try some other buttons to make sure they work. If the code works for other buttons, stop here. | Sometimes the <b>POWER</b> button works when other buttons don't.     |
| 10. If the code doesn't work, repeat steps 3 through 8 with another device code from the tables.                              | Try every code listed for your brand until one works for your device. |
| 11. If you can't find a code that works try <i>Scan for Device Codes</i> below.   |   |

### **SCAN FOR DEVICE CODES**

If the code for your device is not listed in the tables starting on page 65, use this procedure to scan the remote control's memory for the device code.

- |   |   |
|---|---|
| 1. Turn the device on.  | Use the device's front panel buttons or its remote control.   |
| 2. Press and hold the mode button until all the other mode buttons light up, and then let go of the button.<br><br>The mode button flashes.           | For example, hold the TV mode button for a TV until all of the other mode buttons light. When you let go, the TV mode light will flash.                       |
| 3. <i>For AUX mode only.</i> Press 0 for a second TV, or 1 for a VCR or DVD player, or 2 for a tuner, or amplifier. Press the <b>STAR (*)</b> button. | This step is for programming which kind of device that should be programmed in <b>AUX</b> mode. If you're not programming in <b>AUX</b> mode, skip to step 4. |
| 4. Press the <b>POWER</b> button.   | This puts your remote in the scan mode.   |

**Tip:** This procedure explains how to find out the device code you set for each remote control mode.

5. Press the either the **UP** or **DOWN ARROW** button repeatedly until the device turns off.

As you press the **UP** or **DOWN ARROW** button, the remote is trying each code in the memory to see if it can turn off your device. When the device turns off, you have found a code that might work.

**Note:** The mode button for the device will flash rapidly eight times when you've scanned all the codes for that device.

6. Press the **POUND (#)** button.

This stores the code you found.

7. Turn the device back on and try some other buttons to make sure they work.

Press the **POWER** button to turn the device back on. Try some other buttons to make sure they work. Sometimes, the **POWER** button works when other buttons don't.

8. Repeat this procedure until you've tried all the codes.

You may need to repeat the scan to find the best code for your device.

### CHECK THE DEVICE CODES

You can find out what device code you've set for each remote mode.

1. Press and hold the mode button until all the other mode buttons light up, and then let go of the button.

For example, hold the **TV** mode button for a TV until all of the other mode buttons light. When you let go, the **TV** mode light will flash.

The mode button flashes.

2. Press the **POUND (#)** button twice. Watch the mode light to determine your code. The mode button flashes the number for each digit of the device code, with a pause between the groups of flashes. A quick flash is for zero.

For example, if the code is 570, the mode button flashes five times, pauses, flashes seven times, pauses, and flashes once quickly.

*For AUX mode only.* The first group of flashes tells you what the **AUX** mode controls. A quick flash (zero) before the three-digit code is for a TV; one regular flash is for a VCR or DVD player; and two flashes is for a tuner, or amplifier.

For example, if the TV code is 570, the **AUX** mode button flashes once quickly (indicating 0 for TV), pauses, flashes five times, pauses, flashes seven times, pauses, and flashes once quickly.

## CONTROL A TUNER OR AMPLIFIER



Some of the features described below may *not* apply to your tuner or amplifier. See the device owner's manual for details about the device's features. If a remote control button is *not* described in this section, it does *not* work for a tuner or amplifier.

### AUX MODE BUTTON

To use the remote to operate a tuner or amplifier, first set up the remote to control the device, then press the AUX mode button to set the remote to AUX mode. The AUX mode button's backlight turns ON to show that the remote is set to AUX mode. Make sure to keep the remote in AUX mode to use the buttons as described in this section.



### POWER BUTTON

Press the blank POWER button to turn the tuner or amplifier ON or OFF.



### SELECT BUTTON

This SELECT button works as the Input Select button for a tuner or amplifier.



### UP/DOWN (ARROW) BUTTONS

Use UP/DOWN ARROW buttons to change channels on the tuner or amplifier.



### MUTE BUTTON

Press the MUTE button to turn off the sound. Press it again to restore the sound.



### VOLUME BUTTON

Press the minus (-) side of this button to lower the sound volume. Press the plus (+) side of this button to raise the sound volume.



**Note:** See *Using TV or Amplifier Volume Control* to set up the remote control to use the MUTE and VOLUME buttons.

#### USING TV OR AMPLIFIER VOLUME CONTROL

If you set up the remote to control a television, the MUTE and VOLUME buttons - in *any* mode - control the TV volume. This does *not* apply if you use the AUX mode to control a device that has a volume setting.

***If you want to control a device programmed in the AUX mode that has a volume setting, using any remote mode, do the following:***

1. Press and hold the AUX mode button for three seconds, then release it.
2. Press the POUND (#) button.
3. Press the plus (+) side of the VOLUME button.
4. Press the 0 number button.
5. Press the POUND (#) button. The AUX mode button backlight blinks three times.



***To switch back to TV volume control, do the following:***

1. Press and hold the TV mode button for three seconds, then release it.
2. Press the POUND (#) button.
3. Press the plus (+) side of the VOLUME button.
4. Press the 0 number button.
5. Press the POUND (#) button. The TV mode button backlight blinks three times.



MENUS

The next few pages describe the menus that the receiver displays on the television screen. See the chapter titled *Using the System* for more details on using the menus to operate the system.

MAIN MENU

The **Main Menu** is the key to the menus. Each option on this menu displays another menu.



PROGRAM GUIDE

The **Program Guide** lists the available channels and programs. It also has a one-quarter screen video window option that shows the last program you were viewing.



#### THEME CATEGORIES MENU

The **Theme Categories** menu allows you to choose programs based on their contents.



#### FAVORITES LISTS MENU

The **Favorites Lists** menu allows you to create, change, and activate lists of favorite channels.



#### SYSTEM LOCKS MENU

The **System Locks** menu allows you to set and use locks.



SYSTEM SETUP MENU

The **System Setup** menu provides several features that help you set up and maintain the system.



TIMERS MENU

The **Timers Menu** allows you to set up the receiver to tune in a future “event,” that is, a program. If you have a VCR connected to the receiver, you can set up a timer to start recording a program on the VCR. See page 35 for more information.



BROWSE BANNER

Use the **Browse Banner** to change channels, or to see what other programs are available without changing the program that you are watching.

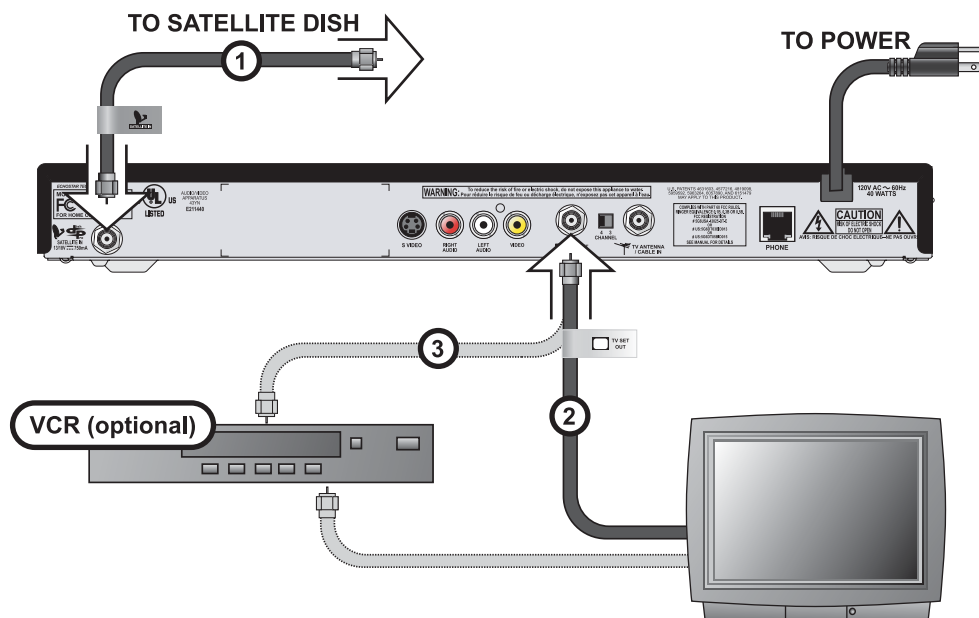




**Tip:** Using cable labels makes it easy to tell which cables to connect to the receiver ports. Inside the front cover of this guide are the stickers that are color coded the same way as the coaxial connections.

## INSTALLING THE RECEIVER IN AN EXISTING SYSTEM

These instructions explain how to make basic connections between your satellite TV receiver, dish, TV, and VCR. If you'd like to connect other equipment, such as a DVD player or amplifier, review the *Back Panel* section on page 5 and the user guide that came with the equipment.



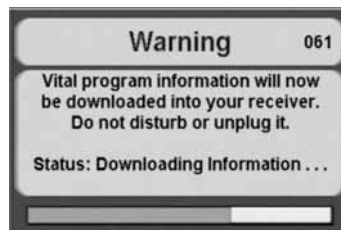
1. Connect the RG-6 cable coming from the satellite dish to **SATELLITE IN** on the back of the receiver. Peel off the blue sticker and place it on the cable close to the **SATELLITE IN** connection.
2. Connect a cable between the **TV SET OUT** on the back of the receiver and the TV input. Peel off the white sticker and place it on the cable close to the **TV SET OUT** connection.
3. Optionally, connect a cable between the **TV SET OUT** on the back of the receiver and the input to the VCR. Connect another cable between the VCR output and TV input. Peel off the white sticker and place it on the cable close to the **TV SET OUT** connection.
4. Set the **CHANNEL 3-4** switch on the back of the receiver to the channel (3 or 4) that you use to watch TV.
5. Plug in and turn on your receiver and TV.
6. Tune the TV to the same channel you set in step 3. If you do not have a clear picture, change the TV and **CHANNEL 3-4** switch settings to the other channel (for example, if the TV and receiver are on channel 3, change both to channel 4).
7. Program the remote to control the TV (and VCR) as described on page 11.



8. If the **Point Dish** screen is not displayed on the TV, press MENU-6-1-1 on the remote control.
9. Select **Check Switch**. When an attention screen displays, select **Test**.
10. The receiver begins performing the **Check Switch** tests. When it is finished, the **Installation Summary** screen displays.



11. Make sure that the information on the **Installation Summary** screen identifies your system correctly and shows all transponders for all satellites in your system.
12. Select **OK** to go to the **Point Dish** screen.
13. Select **Cancel**. An **Attention** screen will open asking the mounting and positioning of your dish is complete with a **Locked** indication in the **Point Dish** screen. Select **Yes**.
14. After you select **Yes**, the receiver will begin taking a software upgrade. You will see a **Warning** that vital program information will now be downloaded into your receiver. You will also see a status bar showing the progress of this upgrade.



15. Once the software upgrade is complete, you will see a message that your receiver's memory is being upgraded.
16. Do not disturb the receiver while the receiver's memory is being upgraded.

**Note:** If you are installing other DISH Pro receivers, be sure to run **Check Switch** on all of them, and allow them to take the necessary software upgrade.

17. When the memory upgrade is complete, you will either be watching TV or you will see a message asking you to activate your receiver.
18. If you are asked to activate your receiver, go to page 2 and follow the instructions.



# Chapter 3

## Using the System

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### CHANGING CHANNELS

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There are three basic ways to change channels while watching a program:

- Press the remote control **UP** or **DOWN ARROW** button to get to the desired channel.
- Use the remote control number pad buttons to enter the desired channel number.
- Press the **GUIDE** button and select a program from the **Program Guide**. See page 26 for more information.



### USING THE MENUS

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Menus displayed on the TV screen make using the receiver and selecting programs quick and easy. Use the menus to control the receiver and to use its features, such as setting locks, choosing a program, or creating a **Favorites List**.

#### OPENING THE MENUS

You can open the menus in either of two ways:

- Press **MENU** to open the **Main Menu**, then select any of the other menus from the **Main Menu**.
- Use the matching button on the remote control. For example, to open the **Program Guide**, press **GUIDE**.

#### CLOSING THE MENUS

To close a menu and return to watching a program, press the remote control **VIEW TV** button, or the remote control **CANCEL** button.

**Note:** The menu closes if you do not do anything in a menu for several minutes. Any unsaved changes you made will be lost.

#### MENU OPTIONS

A menu option looks like this.



**Tip:** To quickly go to any menu option with a number next to it, just press the numbers on the remote that match that number.

#### HIGHLIGHTING A MENU OPTION

To highlight a menu option, use the remote control **ARROW** buttons to move the on-screen highlight to the menu option. When you do this, the option appears lighter than the other options. The highlight is like the one that you may have seen on a computer screen.

Compare the highlighted menu option with the non-highlighted menu option in the previous example.

1 PROGRAM GUIDE

#### SELECTING A MENU OPTION

*When you select a menu option, that option takes effect right away. You can select a menu option in either of two ways:*

- If the option has a number next to it, press the number on the remote control number pad that matches this number. If you do this, you do not need to highlight the option first.
- Move the highlight to the menu option using the remote control **Arrow** buttons. Then press the remote control **SELECT** button.

#### LISTS OF CHOICES IN THE MENUS

*When you make a choice in a list, the receiver does not apply the change until you select the **Save** or **OK** option. If you do not want to save any changes, select the **Cancel** option to discard all the changes made in the menu.*

There are two types of lists:

- A **single choice** list allows you to select *only* one choice at a time. If you select another choice, your previous choice is deselected.
- A **multiple choice** list allows you to select more than one choice at one time. If you select another choice, your previous choice(s) stays selected.

#### HIGHLIGHTING A CHOICE IN A MENU LIST

Use the remote control **ARROW** buttons to move the highlight to the desired item in the list. The black arrows on the list show where you can move the highlight.

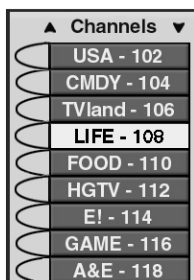
#### SELECTING A CHOICE IN A MENU LIST

To select a choice in a list, highlight the choice and then press the remote control **SELECT** button. Make sure you select the **Save** or **OK** option to save your choice. Select the **Cancel** option to discard your choice.

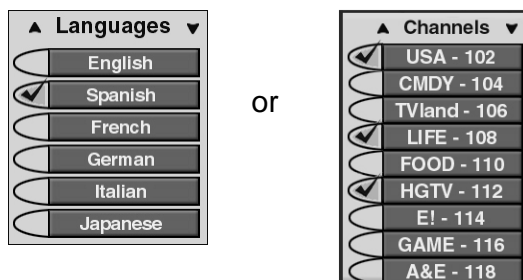
When you highlight a choice in a single choice list, it looks like this. In this example, the **Spanish** option is highlighted.



When you highlight a choice in a multiple choice list, it looks like this. In this example, the **LIFE - 108** option is highlighted.



When you select a choice in a list, it looks like this:



## CANCELING A PROCEDURE

To cancel a procedure, you must press the remote control **CANCEL** or **VIEW TV** button before you do the last step of the procedure. If this does not work, you must finish the procedure.

**Tip:** You can cancel out of any menu option or the program guide at any time, and immediately return to viewing a program by pressing the **VIEW TV** button.

**Tip:** The channel you select may display one of several program information symbols. If the program is on a channel that is not part of your subscription, the channel will be in red.

## USING THE PROGRAM GUIDE

The on-screen **Program Guide** provides a complete listing of the available channels and programs. You can use the **Program Guide** to change channels, to see what programs are scheduled, and to buy pay per view programs. The **Program Guide** shows which **Favorites List** is active.



- The **Program Guide** displays only the channels in the active **Favorites List** (see page 33).
  - **All Chan** - Displays all of the channels in the **Program Guide**.
  - **All Sub** - Displays the channels in your subscription.
  - **Favorites Lists** - You can add four **Favorites Lists** that show only the channels you want to see. For more information on creating Favorites Lists, see page 33.
- This receiver allows you to see the program you are watching in a corner of the **Program Guide**. To do this, open the **Main Menu**. Then, select the **System Setup** option. Finally, select the **Guide Displays** option, and select the **Partial Guide With Video** option. If you prefer a bigger guide (with no video displayed), select the **Full Guide Without Video** option, and select the **Save** option. When you first display the inset, there may be a brief delay before a picture appears.
- A red background behind a channel shows that you have not subscribed to that channel. You cannot tune to this channel.
- The **Program Guide** shows programs that are on now and that are scheduled up to two days in advance. The guide does *not* show programs that have ended. You can set up the **Program Guide** to list channels in *ascending* order, with the highest channel number at the top, or in *descending* order, with the highest channel number at the bottom. To do this, open the **Main Menu**. Then, select the **System Setup** option. Finally, select the **Channel Order** option, select the **Ascending** or **Descending** option, and select the **Save** option.
- You can set up the **Program Guide** to hide adult channels. See *Hiding Adult Channels* on page 48.

## OPENING THE PROGRAM GUIDE

There are two ways to open the **Program Guide**:

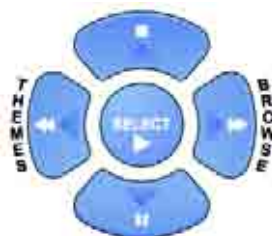
- Press the **GUIDE** button.
- Press the **MENU** button and then select the **Program Guide** option.



## SELECTING A PROGRAM IN THE PROGRAM GUIDE

1. Use the **NUMBER PAD** buttons to enter the desired channel number. The **Program Guide** displays a block of channels including the one that you just entered.
2. Use the **ARROW** buttons to move the highlight to the desired program.

**Note:** You may press the **PAGE UP** or **PAGE DOWN ARROW** button to scan, page by page, through the listing of channels.



3. You may press the **INFO** button for more information about the highlighted program. Press the **CANCEL** button to return to the **Program Guide**.
4. Press the **SELECT** button to change to the highlighted channel.



You may skip the **Program Guide** forward or backward many hours at one time. To do this, enter the number of hours that you want to skip using the **NUMBER PAD** buttons. Then press the **LEFT** or **RIGHT ARROW** button to move back or forward, respectively.

## CLOSING THE PROGRAM GUIDE

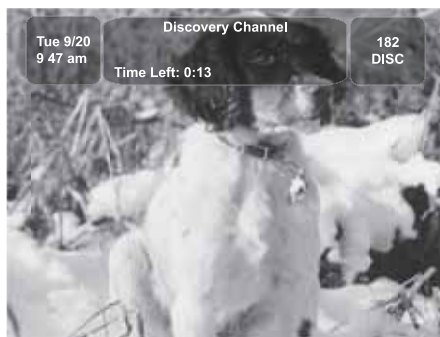
To close the **Program Guide** and not change the channel, press the remote control **CANCEL** button. The receiver displays the program you were watching before you opened the **Program Guide**.

**Tip:** The Program Guide can display programs scheduled for some time beyond the present, but cannot display programs that have ended.

## USING THE PROGRAM BANNER

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The **Program Banner** provides information about the program you are watching. The receiver displays the **Program Banner** for a few seconds at the top of the TV screen every time you change the channel or press the remote control **VIEW** button.



## USING THE BROWSE BANNER

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**Tip:** You can use the **Browse Banner** to see what other programs are available without leaving the program you are watching.

You can use the **Browse Banner** to change channels, or to see what other programs are available without changing the program that you are watching. The receiver displays information on the program you are watching at the top and **Browse Banner** information at the bottom of the TV screen. Press the **UP** or **DOWN ARROW** to see what programs are playing on the channels above or below the one you are viewing. Information on these programs appears at the bottom of the TV screen.

**Note:** The **Browse Banner** only displays the channels in the active **Favorites List** that is indicated in the **Browse Banner**. For example, if the **All Chan Favorites List** is active, the **Browse Banner** displays all the channels. If the **All Sub** list is active, the **Browse Banner** displays only the channels in your subscription.

If you have set up the **Program Guide** to hide adult channels and the receiver is locked, the **Browse Banner** does *not* display those channels.

To use the **Browse Banner**:

1. Press the remote control **RIGHT ARROW** button to open the **Browse Banner** for the program that you are watching.

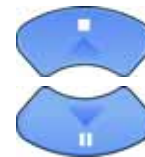




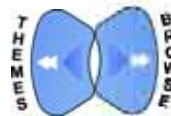


2. Change the channel:

- Enter the channel number for the program that you want, using the **NUMBER PAD** buttons.
- Press the **UP** or **DOWN ARROW** button to display the channel that you want.



3. Press the **RIGHT ARROW** button to display the next program. Press the **LEFT ARROW** button to return to the current program.



**Note:** The **Browse Banner** displays programs that are on now. If you press the **RIGHT ARROW**, it will display information on the program that is on next on the same channel. It does not display information for any other programs in the future and cannot display programs that have ended.

4. You may press the **INFO** button for more information about the program highlighted.
5. Press the **SELECT** button to change to the highlighted program.
6. To close the **Browse Banner**, press the remote control **CANCEL** button. The receiver stays tuned to the program you are watching.



**Tip:** If the program is on some time in the future, the receiver will open the Create An Event Timer menu.

**Tip:** If any lock is in effect that covers the pay per view program, you must enter the password using the **NUMBER PAD** buttons. As soon as you enter the fourth digit of the password, the receiver highlights **OK**.

**Tip:** Want to see what movies or sports events are available for viewing? Just press the **LEFT ARROW** button (**THEMES** button) and use the up/down/left/right arrows to move to the theme that interests you. Press **SELECT** and you'll see what's playing.

## ORDERING PAY PER VIEW PROGRAMS

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1. Highlight the desired pay per view program in the **Program Guide**. The pay per view programs are listed with the channel number as **PPV** in the **Program Guide**. Press the **SELECT** button.
2. Select the **Yes** option. The receiver displays a confirmation menu. Go on to step 4.



At the confirmation menu:

3. Select the **Yes** option to confirm the purchase. The pay per view fee will be added to your bill.

**Note:** Once you confirm an order for a pay per view program, you cannot cancel the order and you will be billed for it.

## USING THEMES

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### THEMES

You can list and choose programs by the theme of their contents (for example, just movies or just sports). You can then quickly list programs based on that theme, and choose the program you want.

1. To open the **Themes** menu, press the **LEFT ARROW** button.
2. Select a **Theme** (**Movies**, **Sports**, etc.).
3. Move through the **Themes** menu by using the **UP** or **DOWN ARROWS**. You can also move a page at a time using **PAGE UP** or **PAGE DOWN**.
4. Highlight the desired program in the program list.
5. Press the **SELECT** button to watch the program.



**Note:** If the program you highlighted is on some time in the future, the receiver will open the **Create An Event Timer** menu. See page 35 for information on using timers.

## USING SEARCH

The **Search** feature of your satellite receiver makes it easy for you to find the programs you want to watch.


1. Press the **SEARCH** button.



2. The **Search** menu will open.




3. Move the highlight to the **Name** box.
4. There are two ways to enter the name of the program you want to find:
  - Use the **UP**, **DOWN**, **LEFT**, and **RIGHT ARROWS** to scroll around on the virtual keyboard and then select the letters you want.
  - Use the remote control number pad to enter the letters in the **Name** box. Numbers 2 through 9 have telephone-style numbers written above them. To enter an **H**, for example, press 4 twice because H is the second letter listed above the 4 on the **NUMBER PAD**. For example, if you are searching for *Rudy Friml Presents*, enter the first few letters in the title as follows:

Press  three times for an **R**.

Press  twice for a **U**.

Press  once for a **D**.

Press  three times for a **Y**.

**Note:** Enter up to 14 characters (letters and spaces) for your search.

- When you have entered the name, scroll down to choose between two options:

**Search Event Titles Only** - Select this option when you are sure the word(s) you entered are part of the event title.

**Search All Event Info** - Select this option if you want to search event titles and information for the word(s) you entered.

- Select the **Search** option. When the search completes, you will see a screen listing the name of the program(s) and the start and stop times.



- Highlight the program you want to watch and press **SELECT**.
- If the program occurs in the future, the **Create An Event Timer** menu opens. Select **Create** to record the program. See *Using Timers* on page 35 for more information.

## Dish Home Interactive TV Applications

Press the **DISH** button on your remote control to use the **Dish Home Interactive Applications**. You can order channels, check the news and weather, and even play games.



## USING FAVORITES LISTS

**Favorites Lists** allow you to display only your favorite channels in the **Program Guide**. You can create and change the lists yourself, adding and removing channels as you wish. You can have an unlimited number of favorite channels but they must be grouped into no more than four lists.

- When you make a **Favorites List** active, the **Program Guide** displays *only* the channels in that list. Also, the receiver skips channels that are not on the list when you use the remote control UP or DOWN ARROW button to change channels.
- The **All Chan Favorites List** contains all the channels. You *cannot* make any changes to the **All Chan** list.
- The **All Sub Favorites List** contains all the channels in your subscription. You *cannot* make any changes to the **All Sub** list, except by changing your subscription.
- Each **Favorites List** has a unique color in the **Program Guide**. You can give each list a name. When you first get the receiver, the four lists are named **List 1**, **List 2**, **List 3**, and **List 4**. The lists are empty until you add channels to them.

**Tip:** Favorite lists let you create lists of your favorite channels. Press the **GUIDE** button until the name of your list appears. This way you can quickly see what programs are playing on just those channels and not every channel in your subscription.

### CREATING OR CHANGING A FAVORITES LIST

You can create, add channels to, and remove channels from, a **Favorites List**.

1. Press the MENU button.
2. Select the **Favorites** option.



3. Select the **Favorites List** that you want to create or change.
4. Select the **Modify List** option.

**Note:** At any time you can select the **Clear List** option to remove all channels from the current list. This does *not* apply to the **All Chan** and **All Sub**.

## Chapter 3

### Using the System

**Tip:** You can activate a Favorites List only if you have added channels to the list. If you have not created any Favorites List, pressing the **GUIDE** button switches the receiver between the All Chan and All Sub.

**Tip:** If you try to make an empty Favorites Lists active, the receiver displays an Error message. You must add at least one channel to this Favorites List before you can make it active.

5. In the **Channels** list, highlight a channel you want to add to the **Favorites List**.

**Note:** You can use the number pad buttons to enter the channel number, or select the **PAGE UP** or **PAGE DOWN** option to move quickly through the list.



6. Press the **SELECT** button to add the highlighted channel to the **Favorites List**. A check mark appears next to the channel.
7. Repeat steps 5 and 6 until you have added all the channels that you want.
8. To delete a channel from the **Favorites Lists**, select the channel in the list. The check mark next to the channel disappears.
9. Select the **Save** option to save all changes to the **Favorites List**.



#### MAKING A FAVORITES LIST ACTIVE

If the **Program Guide** is open, press the **GUIDE** button to select the next **Favorites List**. Press the **GUIDE** button again to scan through all the available lists.

#### CHANGING THE NAME OF A FAVORITES LIST

1. Press the **MENU** button.
2. Select the **Favorites** option.
3. Select the **Favorites List** that you want to change.
4. Select the **Edit List Name** option to open the virtual keyboard.



**Note:** You *cannot* change the name of the **All Chan** or **All Sub** list.

5. Select a letter in the keypad area on the screen. Repeat to spell out the name. You can enter up to eight characters, including spaces. If needed, select the **SPACE** option to insert a space in the name or the **<BACK** option to correct a letter.

**Note:** A list *must* have at least one character. Two lists *cannot* have the same name.

**Note:** At any time, you can select **Clear** to clear the name.

6. Select **Save**.

## USING TIMERS

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Event timers allow you to set up the receiver to automatically change to a channel and send a signal to a VCR to record a future “event,” *that is*, a program. You can set an *automatic* event timer for a program listed with start and stop times in the **Program Guide**. A *manual* event timer allows you to set custom start and stop times for a timer.

### EVENT TIMER TYPES

**Reminder** Reminds you that a program is about to start.

**Auto/Ext** Reminds you that a program is about to start; tunes the receiver to the program when it begins.

**VCR** Reminds you that a program is about to start; tunes the receiver to the program when it begins; starts a VCR to record the program.

**Note:** To record with a VCR you must first set up the receiver to control the VCR. See page 41 for instructions.

**Note:** Most TV programs and films are copyrighted. In some cases, copyright law may apply to private, in-home recording.

### EVENT TIMER FREQUENCIES

**Once** Applies to a one-time program. If the program time changes, this timer operates at the *new* time. The receiver *deletes* this timer when the timer operates.

**Mon.-Fri.** - Applies to a program that is scheduled for Monday through Friday on the same channel at the same time each day.

**Daily** - Applies to a program that is scheduled for Monday through Sunday on the same channel at the same time each day.

**Weekly** - Applies to a program that is scheduled for once a week on the same channel at the same time on the same day.

**Note:** You can record only the program to which the receiver is tuned. If you open any menu (including the **Program Guide**) while recording a program on videotape, the menu also will be recorded. If a program time changes by more than 24 hours, the timer will not operate.

**Tip:** You can use an **Auto/Ext** event timer to remind you that a program is about to start and then automatically tune the receiver to the right channel.

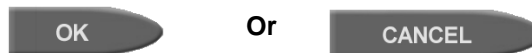
### BEFORE AN EVENT TIMER OPERATES

Five minutes before an event timer operates, the receiver displays a small blinking “clock” symbol on the TV screen. This symbol disappears when the program begins. While the symbol is displayed, you may do either one of the following.

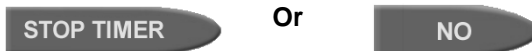
- Press the remote control **CANCEL** button to clear the symbol from the TV screen. This does *not* affect the timer; it *will* operate.
- Press the remote control **INFO** button to see more information on the event timer. If you do this, you will have the following choices:



Select the **OK** or **Cancel** option to continue with the event timer.



Select the **Stop Timer** or **No** option to stop the event timer.



**Note:** This stops *only* this instance of a *Mon.-Fri.*, *Daily* or *Weekly* timer. The timer *will* operate the next time it is scheduled. To stop all operations of such a timer, you *must* delete the timer. For a *Reminder Event Timer*, instead of having the option to stop the timer, you have the option to tune to the program.

### SETTING UP AN AUTOMATIC EVENT TIMER



1. Select a future program using the **Browse Banner**, **Themes Menu** or the **Program Guide**.
2. Select a **Timer Type** option.
3. Select a **Timer Frequency** option. Notice that a check mark displays in the box.

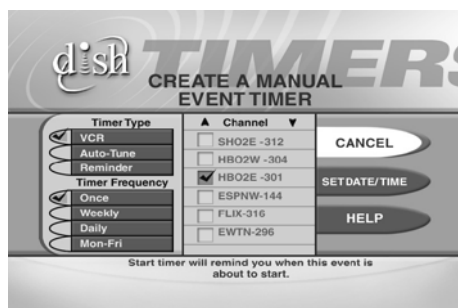


4. Select the **Create** option to save the event timer.



5. The receiver displays a timer symbol in the **Program Guide**, and also when you press the INFO button to get information about the program.

## SETTING UP A MANUAL EVENT TIMER



1. Press the MENU button.
2. Select the **Timers** option.
3. Select the **Create** option. The receiver displays the **Create a Manual Event Timer** menu.
4. Select a **Timer Type** option.
5. Select a **Timer Frequency** option.
6. Select a channel:
  - Highlight a channel using the UP or DOWN ARROW button. Then, press the SELECT button.
  - Enter a channel number using the number buttons.



7. Select the **Set Date/Time** option. The receiver displays the **Set Date/Time for Manual Timer** menu.



8. Use the NUMBER PAD buttons to enter the **Start Time** (this includes selecting **AM** or **PM**) and the **End Time** (this includes selecting **AM** or **PM**).



9. Use the NUMBER PAD buttons to enter the **Date**.
10. Select the **Create Timer** option.

**Tip:** You may start any timer one minute early. But if you set back-to-back event timers and the second one starts early, the first one will end early. An event timer cannot start early for a pay per view program. If you try to set a timer for overlapping events, you will get an error message.

**Tip:** Use the Program Guide or your printed television guide to see when the program(s) starts and stops — before you go to the Set Date/Time for Manual Timer menu.

**Tip:** For this record function to work, you must set up the receiver to control your VCR. See page 41 for more information.

- To create another event timer select the **Create** option again.

CREATE

**Note:** You cannot set a manual event timer for a pay per view event.

### QUICK RECORD

You can quickly create a one-time *VCR Event Timer*. Do the following.

- Highlight a future program in the **Browse Banner**, the **Program Guide** or a **Themes** menu.
- Press the RECORD button.
- The receiver displays the **Create an Event Timer** menu.



- If you want to start the timer one minute early, select the **Start 1 min. early** option.



- Select the **Yes** option.

### OVERLAPPING EVENT TIMERS

If you try to create event timers for overlapping programs, the receiver displays a menu with the dates and times of both programs. The receiver also displays this menu if a program time has changed, causing one timer to overlap another. You *must* delete *or* edit one of the timers.



## MAXIMUM NUMBER OF EVENT TIMERS

You can create a limited number of event timers. If you try to create more, the receiver displays a menu giving you the option to delete an existing timer. If you do not delete an existing timer, you will *not* be able to create any new ones.

## EDITING AN EVENT TIMER

- You can edit almost any feature of an event timer.
- You can edit both *automatic* and *manual* event timers.
- Editing an *automatic* event timer *converts* the timer to a *manual* event timer that operates at the times you set, *not* the actual program times.

1. Press the **Menu** button.



2. Select the **Timers** option.



3. The receiver displays the **Event Timer Management** menu.



4. Select the event timer that you want to edit. A check mark appears in the box next to the event timer. Select the **Edit** option.



5. You may change the **Timer Type**, **Timer Frequency**, or **Channel**. To do this, select each option that you want.

6. If you want to change the **Start Time**, the **End Time**, or the **Date**, select the **Set Date/Time** option to display the **Set Date/Time for Manual Timer** menu. Otherwise, skip to step 9, below.



7. Use the **NUMBER PAD** buttons to enter the **Start Time** (this includes selecting **AM** or **PM**) and the **End Time** (this includes selecting **AM** or **PM**).

8. Use the **NUMBER PAD** buttons to enter the **Date**.

9. Select the **Create Timer** option.



**Tip:** The receiver deletes **Once** event timers when they operate. You must delete all other types of event timers yourself.

**Tip:** Remember that editing an automatic event timer converts the timer to a manual event timer. This is why the receiver displays the **Edit a Manual Event Timer** menu.

#### DELETING AN EVENT TIMER

1. Press the **MENU** button.
2. Select the **Timers** option.
3. The receiver displays the **Event Timer Management** menu.



4. Select an event timer that you want to delete. A check mark appears in the box next to the event timer.
5. Move to **Delete** and press **SELECT** on the remote.



Do this again for any other timer(s) that you want to delete.

#### REVIEWING EVENT TIMERS

You can review event timers by using the **Event Timer Management** menu.

1. Press the **MENU** button.
2. Select the **Timers** option.
3. The receiver displays the **Event Timer Management** menu.



#### CREATING VCR EVENT TIMERS

To use *VCR Event Timers*, you *must* connect the receiver's back panel audio/video outputs to the audio/video inputs on the VCR.

To use *VCR Event Timers*, you *must* set up the receiver to control the VCR. If the receiver *can't* control the VCR, use an *Auto/Ext Event Timer* to tune the receiver to the channel you want to record. Use the timers built into the VCR to start and stop the VCR at the right times.

## LOCKS, BLACKED-OUT PROGRAMS, AND EVENT TIMERS

You *must* enter the receiver password *before* you can create an automatic event timer for a locked program, and you must order a pay per view program *before* you can create a timer for it. You can create a manual event timer for a locked program *without* entering the password. However, if you do this, or if the program is blacked out in your area, when the event timer operates the receiver may display *only* an error or password entry menu. If you have set a *VCR Event Timer*, the VCR will record *only* that menu.

## POWER OFF AND EVENT TIMERS

If the receiver is OFF at the time an *Auto/Ext* or *VCR Event Timer* is scheduled to operate, the receiver will turn ON. Once the event has ended, the receiver will turn OFF, unless you pressed any remote control or receiver front panel buttons during the time that the timer was active.

If the receiver is OFF at the time a *Reminder Event Timer* is scheduled to operate, the timer will turn the receiver ON and tune it to the channel you last watched. The receiver will then display the reminder menu. You will have a few seconds to respond. If you do not respond to the reminder menu, the receiver will turn OFF.

## SETTING UP THE RECEIVER AND VCR TO USE A VCR EVENT TIMER

The receiver uses an IR signal to control the VCR. This signal is much stronger than the signal the remote uses, so it can bounce off walls or other objects on its way to the VCR. This works in most home setups. However, shelves or smoked glass doors between the receiver and the VCR may block the signal. Also, if the signal must cross a very large room, or bounce off curtains, it may not be strong enough to control the VCR. Make sure that nothing blocks the signal, and that the signal can bounce off relatively nearby, light-colored, smooth surfaces.

1. Press the **MENU** button.
2. Select the **System Setup** option.
3. Select the **Installation** option.



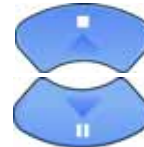
**Tip:** For information on programming the remote, please turn to the section titled *Control Other Devices with the Remote* that begins on page 11.

4. Select the **VCR Setup** option.



5. Find the brand name of the VCR in the table on page 66.
6. Set the code for the VCR using one of the following:
  - Enter the first 3-digit code number from the table using the **NUMBER PAD** buttons.

- Highlight each digit of the first VCR code, and then press the **UP** or **DOWN ARROW** button until you reach the correct number and then press **SELECT**.



7. Make sure the VCR is turned **ON** and the switch is set to 3 or 4 (whichever you use). Insert a rewind tape on which you want to record. The receiver starts the VCR recording, but does not turn **ON** the VCR, so you must do this yourself.
8. To test the new code, highlight the **Test** option. The receiver displays a message warning you to make sure the VCR is turned **ON**.
9. Press the **SELECT** button to start the test. Your VCR records for a few seconds, stops, and then rewinds. The receiver displays a message saying that your VCR test is complete. Follow the instructions on the message.
10. If your VCR did not complete the test, enter another code from the table, and then repeat steps 5 through 8.
11. Once you have found the correct VCR code select the **Save** option to save the VCR code you entered and return to the **Installation and Setup** menu.



## USING LOCKS



First you set the locks; then you lock the receiver. You must lock the receiver in order to put any locks into effect. If you unlock the receiver, leave the locks unchanged, and then lock the receiver again, the same locks will be in effect as before.

### HOW TO SET LOCKS: A TWO STEP PROCESS

1. Create the locks that you want.
2. Lock the receiver.

Once the receiver is locked, anyone who wants to access locked items *must* enter the password.

## WHEN YOU HAVE LOCKED THE RECEIVER

If you try to access a locked item or open the **Parental and System Locks** menu, the receiver displays a message prompting you to enter the password.

The receiver allows you three tries to enter the correct password. If you fail to enter the correct password, the receiver does not allow more tries for several minutes.

If you enter the correct password, you can access the locked item or open the **Parental and System Locks** menu.

If you exit a locked item or close the **Parental and System Locks** menu, you *must* enter the password again to access the item or open the menu again.



If you forget your password, you will need to call the Customer Service Center. You may need to provide the following information: (1) your name; (2) your address; (3) your telephone number; (4) the receiver serial identification number; and (5) your Personal Identification Number (PIN), if used.

## CREATING A PASSWORD

You must lock the receiver for any receiver **Parental Locks** you set to take effect. To lock the receiver, *you must first create a password*. If you forget your password, you will need to call the Customer Service Center.

To create a password:

1. Press the MENU button to display the **Main** menu.
2. Select the **Locks** option to display the **Parental and System Locks** menu.
3. Select the **Lock System** option. The receiver displays a message prompting you to enter a password.
4. Enter and verify a password, using the number pad buttons. The receiver displays stars (\*) as you enter the digits of the password.
5. **Memorize your password.** From now on, you must enter this password to lock or unlock the receiver.
6. Highlight and select the **OK** option. Re-enter the password. All the locks you have set are now in effect.



#### CREATING OR CHANGING RATING (CONTENT) CODE LOCKS



Please be aware of the following: The locks use the codes that the original program providers assigned to the programs. The actual content of the programs may differ from their assigned ratings. No rating system can guarantee that all objectionable material is screened out. Like all other locks, these locks are only in effect when the receiver is locked. You can lock any program, including pay per view programs. The locks built into some televisions do not apply to satellite programs. Television program ratings differ from movie ratings.

Do the following to set program locks based on rating codes. Then, when the receiver is locked, *only* someone who knows the password can watch these programs.

1. Press the **MENU** button.



2. Select the **Locks** option.

If the receiver is locked, enter the password using the number pad buttons. The receiver displays stars (\*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **SELECT** button.



3. Select the **Ratings Locks** option.

Highlight the rating that corresponds to the lowest acceptable audience age. Press the **SELECT** button to lock the highlighted rating.



**Note:** All ratings more restrictive than the selected rating are also selected. *For example*, if you lock PG-13 rated programs, then all programs with the R, NC-17, and NR/AO ratings are also locked.

4. Select the expanded rating code(s), if you want to also lock these ratings.
5. To unlock a rating code, highlight the code and press **SELECT**.
6. Select the **Save** option to save the changes.
7. If the receiver is not locked, you must lock it to put the locks you just created into effect.



## CREATING OR CHANGING CHANNEL LOCKS

**Note:** You can lock *any* channel, including pay per view channels.

1. Press the **MENU** button.



2. Select the **Locks** option.



3. If the receiver is locked, enter the password using the number pad buttons. The receiver displays stars (\*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **SELECT** button. Select the **Channel Locks** option.



4. Highlight the channel that you want to lock. If necessary, press the **UP** or **DOWN ARROW** button to see the desired channel. You can also enter each channel number using the number pad buttons.
5. Press the **SELECT** button to lock or unlock the highlighted channel. If the checkbox next to the channel has a checkmark, the channel is locked.
6. Select the **Save** option to save the changes.
7. If the receiver is not already locked, you must lock it to put the locks you just created into effect.



## LOCKING THE RECEIVER

1. Press the **MENU** button.



2. Select the **Locks** option.



3. Select the **Lock System** option.

The receiver displays a message prompting you to enter a password.



**Note:** If this option appears as **Unlock System** instead, the receiver is already locked.

4. Enter and check a password, using the number pad buttons. The receiver displays stars (\*) as you enter the digits of the password. *Memorize your password.* From now on, you *must* enter this password to lock or unlock the receiver.
5. Select the **OK** option. Enter the password again.

#### UNLOCKING THE RECEIVER

If you unlock the receiver, leave the locks unchanged and then lock the receiver again, the same locks will be in effect as before.

1. Press the **MENU** button to display the **Main Menu**.



2. Select the **Locks** option.



3. With the receiver locked, you must enter the password using the **NUMBER PAD** buttons. The receiver displays stars (\*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.
4. Press the **SELECT** button.
5. Select the **Unlock System** option.

**Note:** If this option appears as **Lock System** instead, the receiver is already unlocked.



#### LOCKING THE RECEIVER FRONT PANEL CONTROL BUTTONS

This keeps anyone from changing the channel using the front panel buttons, but it does *not* lock the remote control buttons.

To lock the receiver front panel buttons, do the following:

1. Press the **MENU** button.



2. Select the **Locks** option.



If the receiver is locked, enter the password using the number pad buttons. The receiver displays stars (\*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **SELECT** button.

3. Select the **Front Panel Lock** option.



4. Select the **Yes** option.
5. If the receiver is not locked, you *must* lock it to put the lock you just created into effect.

## UNLOCKING THE RECEIVER FRONT PANEL CONTROL BUTTONS

To unlock the receiver front panel buttons, you must use the remote control.

1. Press the **MENU** button.



2. Select the **Locks** option.

If the receiver is locked, enter the password using the **NUMBER PAD** buttons. The receiver displays stars (\*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **SELECT** button.



3. Select the **Front Panel Lock** option.



4. Select the **Yes** option.

## LOCKING PAY PER VIEW PROGRAMS

This locks all pay per view channels.

You also can lock one or more pay per view channels by using channel locks or rating locks.

1. Press the **MENU** button.



2. Select the **Locks** option.

If the receiver is locked, enter the password using the number pad buttons. The receiver displays stars (\*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **SELECT** button.



3. Select the **Lock PPV** option.



4. If the receiver is not locked, you *must* lock it to put the lock you just created into effect.

**Tip:** If this option appears as **Unlock PPV** instead, pay per view programs are already locked.

**Tip:** If the receiver displays a message prompting you to enter a password, the receiver is locked.

**Tip:** If this option appears as **Unhide Adult** instead, the adult channels are already hidden.

### HIDING ADULT CHANNELS

This keeps the **Program Guide**, **Themes** lists, and the **Browse Banner** from displaying adult channels. It keeps anyone from choosing such channels by using the **UP** or **DOWN ARROW** buttons or the remote control **NUMBER PAD** buttons.

*To hide adult channels:*

1. Press the **MENU** button.



2. Select the **Locks** option.

If the receiver is locked, enter the password using the number pad buttons. The receiver displays stars (\*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **SELECT** button.



3. Select the **Hide Adult** option.



4. If the receiver is not locked, you *must* lock it to put the lock you just created into effect.

### OPENING A LOCKED ITEM, OR OPENING THE LOCKS MENU

1. Select an item that is locked. To open the **Parental and System Locks** menu, select the **Locks** option on the **Main Menu**.
2. The receiver displays an **Attention** message telling you that the item or menu is locked.
3. Enter the password using the number pad buttons. The receiver displays stars (\*) as you enter the digits. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.
4. Press the **SELECT** button.

### CHANGING THE RECEIVER PASSWORD

1. Press the **MENU** button.



2. Select the **Locks** option.

If the receiver is locked, enter the password using the number pad buttons. The receiver displays stars (\*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.



3. Press the **SELECT** button.

4. Select the **Change Password** option.



5. Enter the *current* password using the number pad buttons.  
As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.
6. Press the **SELECT** button.
7. Enter the *new* password using the number pad buttons.  
As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option.
8. Select the **OK** option to change the password.
9. Enter the *new* password again, using the **NUMBER PAD** buttons. The receiver displays stars (\*) as you enter the digits of the password. As soon as you enter the fourth digit of the password, the receiver highlights the **OK** option. Press the **SELECT** button.

**Memorize the new password.** From now on, you *must* enter this password to lock or unlock the receiver.

## USING CALLER ID

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**Caller ID** displays on your TV the names of people as they call you if you subscribe to Caller ID from your local phone company. To use this feature, make sure you have a phone line connected to the receiver and that the **Caller ID** feature is enabled. After you turn on **Caller ID**, it stays on until you decide to turn it off.

**Note:** For best performance, make sure your system is properly grounded.

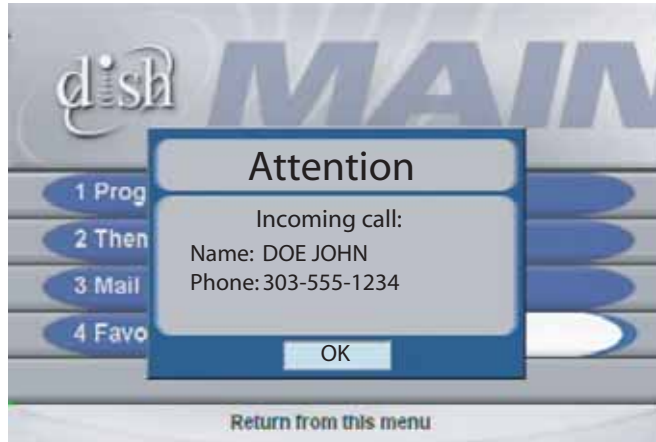
### CALLER ID SCREENS

When you receive a call, you will see a **Caller ID** popup screen.



You can select **OK** to eliminate the message. If you do nothing, it will disappear after 20 seconds.

If you are in a menu when a call comes in, you will see a different **Caller ID** popup screen.



#### TO TURN THE CALLER ID ON AND OFF

1. Press **MENU**.
2. Select the **Installation** option.
3. Select the **Caller ID** option. The following screen will display.



4. Highlight **Enable Caller ID** or **Disable Caller ID** and press **SELECT**
5. Select **Save**.

## CHANGING PROGRAM LANGUAGES

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You may be able to change the language of some programs. An alternate language may not be available for all programs. Some programs, such as movies, show at the start whether an alternate language is available. An alternate language applies *only* to the audio part of a program and does *not* change the language used in the menus displayed by the receiver.

1. Press the MENU button.



2. Select **System Setup**.



3. Select **Alternate Audio**.



4. Select the language you want in the **Languages** list.

**Note:** **Alternate** provides visually-impaired customers with a visual description of the program.

5. Select **Save** to save your language choice. The receiver displays the **System Setup** menu.
6. Press VIEW TV to exit the **System Setup** menu.

**Tip:** You can choose an alternate language (if available) but this applies only to the audio part of a program and does not change the language used in the menus displayed by the receiver.

## CHANGING MENU LANGUAGES

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To change the menu languages between English and Spanish:

1. Press MENU.



2. Select **System Setup**.



3. Select **Installation**.



4. Select **Language Setup**.



5. Select either **English/Ingles** or **Spanish/Español**.
6. Select **Save**.

## RESETTING THE RECEIVER TO FACTORY DEFAULT SETTINGS

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Use these instructions if you want to reset the receiver to be the same as when it was shipped.

**Note:** Resetting the receiver discards all Favorite Lists *except* the **All Chan** and **All Sub** lists.

**Note:** If you have set *any* locks on the receiver, and the receiver is locked, these locks will be kept. If the receiver is unlocked, any such locks will be lost. You *cannot* reset the receiver to default settings to discard a password you have forgotten. Only the Customer Service Center can reset the receiver to bypass a receiver lock.

1. Press the **MENU** button.



2. Select the **System Setup** option.



3. Select the **Installation** option.



4. Select the **Factory Defaults** option. The receiver displays a **Warning** message, prompting you to confirm that you want to reset the receiver.
5. Select the **Yes** option to confirm the reset. The receiver resets, and then displays the **Installation and Setup** menu.

## USING TROUBLESHOOTING TOOLS

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Your receiver has diagnostic tools that a Customer Service Representative may ask you to use if you should ever run into problems while using your equipment. Even though these tools are quite helpful, it is recommended that you only use them when on the phone with a DISH Network representative.

### RESETTING YOUR RECEIVER

Reset your receiver as directed by the Customer Service Representative as follows:

1. Press and hold the front panel **POWER** until the green indicator blinks once and the TV screen goes blank.
2. Let go of the front panel **POWER**. It will take a few minutes for your receiver to reset and come back on. When you reset your receiver, your receiver will download an updated **Program Guide**.



## DIAGNOSTICS

The Customer Service Representative may ask you to open the **Diagnostics** screen. Remember to have an active phone line connected to your receiver.

1. Press **MENU**, select **System Setup** (6), and then select **Diagnostics**. The **Diagnostics** screen shows you various tests the Customer Service Representative may ask you to perform on your receiver:
  - **Connection** - Tests for a valid receiver phone connection.
  - **Dial Out** - If “No Dial Out Pending” is displayed, the receiver does not need to have its smart card records updated.
  - **Counters** - Shows you a list of diagnostic counters. Use Page Up and Page Down to scroll through the list of counters displayed.
2. Select **Cancel**.

## POINT DISH AND CHECK SWITCH

The **Point Dish** and **Check Switch** screens are helpful to the Customer Service Representatives. You may be asked to display these screens when you call DISH Network. Even though there are items that can be changed, only change them when specifically directed by a Customer Service Representative.

1. Press **MENU**.
2. Select **System Setup** (6).
3. Select **Installation** (1).
4. Select **Point Dish** (1). This screen shows you information to help maximize your satellite signal. The bar at the bottom of the screen tells you the signal strength. Green is a good signal, while red indicates the signal is not acceptable or is from the wrong satellite.
5. Select **Check Switch** to display the Installation Summary screen. The Installation Summary screen tells you if you are receiving signals from the satellites and which multi-dish switches you have installed, if any.
6. Select **Test** only if directed by the Customer Service Representative.
7. Select **Cancel**.

**Tip:** Before you do the telephone test, make sure that an active telephone line is connected to the Telephone Jack on the receiver back panel.

**Tip:** You can get a DSL filter from your Internet Service Provider or a local electronics parts store.



# Chapter 4

## Reference

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### TROUBLESHOOTING TABLES

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Use these tables if you have problems using the system. Look in this section for a description of the problem before calling the Customer Service Center. Many problems arise from basic misunderstandings of how the system works, especially when you are just becoming familiar with it. These tables cover many problems, usually with a simple solution for each one. To solve a particular problem, do the following:

1. Review the section in this *Guide* that relates to the problem.
2. If you cannot find a solution, then find the section in the following tables that relates to the problem.
  - Read the *What's Happening* column until you find the problem.
  - Read the information in the *Possible Reason* column.
  - Try each of the suggested solutions in the *What to Do* column.
3. Sometimes resetting the receiver can fix a minor problem. Press and hold the receiver front panel POWER button until the power light goes out. The receiver will reset itself after a few moments.
4. Make sure your TV is tuned to the correct channel or input. Use RECOVER as described on page 11.
5. Make sure your remote control has fresh batteries. If you see the **Remote Battery Low** warning on your TV screen, it's time to change the batteries. Follow the instructions on page 6.
6. Make sure your receiver is connected to an active telephone line.
7. Check for anything that might be blocking the satellite signal (for example, tree branches, snow, etc.).
8. For more information, call the Customer Service Center at 1-800-333-DISH (3474), or see [tech.dishnetwork.com](http://tech.dishnetwork.com).

**Note:** Before calling the Customer Service Center, make sure you have your phone number and either your customer account number, the receiver conditional access number, or the receiver model number. Display the **System Information** screen to find these numbers (See *Ordering your Programming*). Also, write down any error messages that the receiver displays on the television screen.

### ON-SCREEN MESSAGES

This table describes some on-screen messages in the order of their *message numbers*. Find the message number in the upper right corner of the message displayed on your TV screen, and then find the matching number in this table.

| Message Number  | Possible Reason  | What to Do   |
|-----------------|--|--|
| <b>001</b>      | There may be a problem with the multi-dish switch.   | Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables).<br>If this does not work, call the Customer Service Center for help.   |
| <b>002</b>      | Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal, or there may be other interference.   | Note the local weather conditions. Remove any snow or other debris which may have collected on the satellite dish.<br>Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight.<br>Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the <b>Point Dish/Signal</b> menu. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.  |
| <b>003, 004</b> | The wrong type of coaxial cable may be used in the system, or the cable run length may be too long. Or, there may be a problem with the multi-dish switch.   | Make sure the system uses RG6 coaxial cable; if not, call your dealer or installer.<br>Check the dish-to-receiver cable run length; if it is over 100 feet, call your dealer or installer.<br>Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables).<br>If this does not work, do the <b>Check Switch</b> test.   |
| <b>005</b>      | The receiver may not yet have been authorized. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal. | If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables).<br>Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight.<br>Check that the <b>Signal Strength</b> bar in the <b>Point Dish/Signal</b> menu is green and displays the word <b>Locked</b> . If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center for help. |
| <b>006</b>      | The receiver may not be connected to an active telephone line.<br>The credit limit may have been suspended.  | You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times. Review your pay per view purchases to check the credit limit.   |
| <b>008</b>      | Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.   | Install a DSL filter between the receiver and the telephone wall jack. You can obtain the filter from your DSL provider.   |
| <b>011, 012</b> | Viewers in specific areas are prohibited from watching certain programs.<br><i>For example</i> , viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium.                         | Remember that the program providers specify which programs are “blacked out” for which viewers, <i>not</i> DISH Network™.  |
| <b>013, 014</b> | You may have tried to tune to a program on a channel which you have not bought.  | You <i>must</i> buy a channel <i>before</i> you can tune to a program on that channel. Call the Customer Service Center to buy the channel, or if you believe this message was displayed by mistake.   |

| Message Number | Possible Reason  | What to Do   |
|----------------|--|--|
| 015            | You may have just plugged in the receiver, and it is acquiring the satellite signal. Or, the receiver may have temporarily lost the signal.  | Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the <b>Signal Strength</b> bar in the <b>Point Dish/Signal</b> menu is green and displays the word <b>Locked</b> . If not, contact your installer to re-aim the satellite dish.  |
| 018            | The receiver may not be connected to an active telephone line. The credit limit may have been exceeded.  | You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times. Review your pay per view purchases to check the credit limit. Call the Customer Service Center for help checking the credit limit, and/or to get authorization to make a purchase.  |
| 022            | The receiver may not yet have been authorized. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal. | If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the <b>Signal Strength</b> bar in the <b>Point Dish/Signal</b> menu is green and displays the word <b>Locked</b> . If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center for help. |
| 026            | The receiver may have temporarily lost the satellite signal.   | Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the <b>Signal Strength</b> bar in the <b>Point Dish/Signal</b> menu is green and displays the word <b>Locked</b> . If not, contact your installer to re-aim the satellite dish.  |
| 028            | The receiver may need to get new software before you can use it to order pay per view programs.  | Turn the receiver off. Doing this allows the receiver to “download” new software via the satellite signal. The download may take several minutes; do <i>not</i> disturb or unplug the receiver during this time. When the download is done, you will be able to use it to order pay per view programs.   |
| 032            | You may have tried to set a <i>VCR Event Timer</i> without having set up the receiver to control the VCR.  | You <i>must</i> set up the receiver to control the VCR <i>before</i> you can set a <i>VCR Event Timer</i> . See the <i>Using the System</i> for instructions.  |
| 059            | You may have tried to close an installation menu without having done the <b>Check Switch</b> test.   | If your setup includes a multi-dish switch, you <i>must</i> do the <b>Check Switch</b> test.   |
| 060            | You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the <b>Point Dish/Signal</b> menu.  | Make sure that you have selected the option for the right satellite on the <b>Point Dish/Signal</b> menu. Make sure that the cable(s) for the satellite you have selected are connected to the LNBF that receives signals from that satellite. Re-aim the satellite dish at the right satellite.   |
| 061            | You may have set up the receiver to accept a transmission (a “download”) of the latest operating software via the satellite signal.  | It is <i>very</i> important for the receiver to get the latest operating software, so let the receiver do so. The “download” may take several minutes. Do <i>not</i> disturb or unplug the receiver during this time.  |
| 074            | The receiver gives you three chances to enter the correct password. If you fail to do so, the receiver “times out” and will not allow you to try again for several minutes.  | Wait a few minutes and then try again to enter the password. <b>Note:</b> The “time out” feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and so gains unauthorized access to the receiver.   |

## Chapter 4

### Reference

| Message Number       | Possible Reason  | What to Do  |
|----------------------|--|---|
| <b>078, 079, 080</b> | <p>You may not have connected the receiver to an active telephone line. Or, the telephone line may be defective.</p> <p>Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.</p> | <p>Connect the receiver to an active telephone line. Make sure that the telephone line to which you connect the receiver is working properly.</p> <p><b>Note:</b> To be able to order pay per view programs, you <i>must</i> keep the receiver connected to an active telephone line at all times. If your setup includes more than one receiver, this applies to <i>each</i> receiver. The receiver uses the telephone line to make toll-free calls, usually in the middle of the night, to send information to the Customer Service Center.</p> <p>Install a DSL filter between the receiver and the telephone wall jack.</p> |
| <b>093</b>           | <p>You may have set up the receiver to reset itself back to the "factory defaults," <i>that is</i>, the settings it had when it was shipped from the factory.</p>  | <p>If you want to reset the receiver to its factory default settings, select the <b>Yes</b> option. If not, select the <b>No</b> option.</p>  |

### DISHPRO TWIN LNBF

| What's Happening   | What's Wrong  | What You Can Do  |
|--|---|--|
| When you run Check Switch, you do not see "Twin" identified as a Device or LNB. All entries show "X"s.   | <ul style="list-style-type: none"> <li>The DishPro Twin LNBF may not be properly connected.</li> <li>Cables may be too long, over 200 feet.</li> <li>Cables may not be rated for 2150 MHz.</li> <li>You may have DishPro Adapter installed on a DishPro receiver.</li> <li>May have a non-DishPro switch or LNB or incompatible accessory device* in the system.</li> </ul> | <ul style="list-style-type: none"> <li>Check all cable connections in your system and run Check Switch again.</li> <li>Make sure cable length between receiver and DishPro Twin does not exceed 200 feet. Rerun check switch.</li> <li>Make sure cable is rated for 2150 MHz. Rerun check switch.</li> <li>Remove the DishPro Adapter; this device is only for non-DishPro receivers. Rerun check switch.</li> <li>Remove any non-DishPro switches/ LNBs or incompatible accessory devices* from the system. All LNBs and switches must be DishPro. Rerun check switch.</li> </ul> |
| When you run Check Switch, you see "Twin" identified as the Device/LNB and Satellite shows "Conn" but you do not see "Satellite Reception Verified". | <ul style="list-style-type: none"> <li>The DishPro Twin LNBF is connected but no satellite signal is present.</li> </ul>  | <ul style="list-style-type: none"> <li>Check the point dish/signal screen to confirm you have satellite signal. If not, check your dish antenna to ensure the DishPro Twin is installed properly, the dish is pointed/peaked on the satellite signal and there is nothing blocking the signal path to the dish. Rerun check switch.</li> </ul>   |
| When you run Check Switch, you see "Satellite Reception Verified" but you see "Feed" instead of "Twin" identified as the Device/LNB.                 | <ul style="list-style-type: none"> <li>The DishPro Twin is connected but something in the system may be blocking the switch commands.</li> </ul>  | <ul style="list-style-type: none"> <li>Check the cable path between the DishPro Twin and the receiver and remove any incompatible accessory devices*. Rerun check switch.</li> </ul>   |
| When you run Check Switch, you do not see "Twin" identified as a Device or LNB, but odd transponders are detected only on one satellite.             | <ul style="list-style-type: none"> <li>Your box may need a software upgrade.</li> <li>You may have DishPro Adapter installed on a DishPro receiver.</li> <li>May have a non-DishPro switch or LNB in the system</li> </ul>  | <ul style="list-style-type: none"> <li>From point dish/signal screen, select 119 west satellite and an odd transponder greater than 10 (e.g., 11). Confirm satellite signal is present. Turn the receiver off and wait 30 minutes. Rerun check switch.</li> <li>Remove the DishPro Adapter; this device is only for non-DishPro receivers. Rerun check switch.</li> <li>Remove any non-DishPro switches/ LNBs from the system. All LNBs and switches must be DishPro. Rerun check switch.</li> </ul>   |

| What's Happening  | What's Wrong   | What You Can Do   |
|---|--|---|
| When you run Check Switch, you see "Twin" identified as the Device/LNB but you only have signal confirmed from one satellite. | <ul style="list-style-type: none"> <li>The DishPro Twin LNBF is connected but the dish may not be pointed to receive signal from both 110 and 119 satellites.</li> </ul>   | <ul style="list-style-type: none"> <li>If the check switch summary screen shows "119 W" on Dish Input 2, you need to point you dish 9 degrees to the east and repeak your dish. Rerun check switch.</li> <li>If the check switch summary screen shows "110 W" on Dish Input 1, you need to point you dish 9 degrees to the west and repeak your dish. Rerun check switch.</li> <li>Make sure the skew setting is correct for a Dish 500 installation at your zip code. Rerun check switch.</li> </ul> |
| When you run Check Switch, you see "Twin" identified as a Device or LNB, but only odd transponders are detected.              | <ul style="list-style-type: none"> <li>Cables may not be rated for 2150 MHz.</li> </ul>  | <ul style="list-style-type: none"> <li>Make sure cable is rated for 2150 MHz and all accessory devices are compatible. Rerun check switch.</li> </ul>   |
| Getting receiver messages that signal is lost or being acquired   | <ul style="list-style-type: none"> <li>Check the weather conditions to see if heavy rain or snow could be temporarily block the signal.</li> <li>Check for any obstructions in way of the dish like new growth on trees</li> </ul> | <ul style="list-style-type: none"> <li>Wait for weather to clear up and restore signal.</li> <li>Clear obstructions from the signal path.</li> </ul>  |

\* Compatible accessory devices must pass 2150 MHz signals, 22 KHz signals both directions (per DiSEqC 2.0 specifications), and pass DC power.

## USING THE REMOTE CONTROL

| What Is Happening   | Possible Reason  | What to Do   |
|---|--|--|
| You cannot find the remote control.   | N/A  | Use the receiver front panel <b>Control Buttons</b> to control the receiver until you find the remote. If the remote control is permanently lost or too damaged to use, call the Service Center to order a replacement.  |
| When you press a button on the remote control, the receiver does not do what you expect.  | The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead.  | If the batteries are missing or dead, insert fresh AAA-size batteries. If the remote has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and place correctly.   |
| When you press the remote control <b>Power</b> button to turn the receiver ON, the receiver front panel <b>Power</b> light does not light up. | Other lights are too bright.<br>Remote control not operating properly or the batteries are weak or dead.<br>The receiver power cord not plugged into a power outlet, or there may be a problem with the power.   | Try other remote control buttons to see if the receiver is responding. Replace the remote batteries with fresh ones.<br><br>Check that the receiver power cord is not damaged, and that the plug is inserted correctly into the outlet.<br>See if the receiver turns on with the front panel power button.   |
| You use a pyramid type IR extender (not a "mouse tail"), and it does not seem to work.  | The IR sensor on the extender that receives the remote control signals may not be facing the remote control.<br>The IR cable on the extender that sends the signal to the receiver may not be right in front of the IR sensor on the receiver front panel. | Make sure that the extender that receives the signal from the remote control is facing the right way, so that the IR sensor can receive the remote control signals.<br>Make sure that the IR cable on the extender that sends the signal to the receiver is right in front of the IR sensor on the receiver front panel, so that the receiver IR sensor can receive the signals.<br>If doing the above does not solve the problem, contact the manufacturer of the extenders for assistance. |

## Chapter 4

### Reference

#### HEARING A PROGRAM

| What Is Happening   | Possible Reason   | What to Do  |
|---|---|---|
| The receiver front panel <b>Power</b> light is on and there is a good picture on the TV set, but you do not hear any sound. | You may have muted the sound, or set the volume so low that you cannot hear it.<br>The audio connections may not be properly connected. | Check the volume level on the TV or audio device. Turn off the mute or turn up the volume, as required.<br>Check the audio connectors and cables from the receiver to the TV or the sound system.<br>Check the TV speakers or the sound system. |
| You hear a foreign language with a program.   | You may have set the receiver to an alternate audio language.   | Use the <b>Alternate Audio Language</b> menu to select the language that you prefer.  |

#### WATCHING A PROGRAM

| What Is Happening  | Possible Reason   | What to Do   |
|--|---|--|
| The receiver front panel <b>Power</b> light is on, but the TV image:<br>is black (no picture),<br>is frozen,<br>has breakups,<br>has "snow," or<br>shows small squares of various colors.  | The TV set may not be working properly.<br>If the TV and the receiver are working properly, there may be interference with the satellite signal.<br>The TV may be wired to the wrong input.   | Make sure that the TV set is plugged into an electrical outlet. Make sure the outlet has electrical power. Make sure that the TV is turned on. If the receiver is connected to the TV using only the RF or VHF connections, make sure that the TV is tuned to channel 3 or 4 (whichever works best in your area) and that the receiver back panel <b>Channel 3/4 Switch</b> is set to the same channel as the TV. Make sure that the TV brightness and contrast are adjusted correctly.<br>Make sure that the TV is connected properly to the receiver. Make sure that the TV's text mode and closed captioned features are turned off. Set the TV to SVIDEO or VIDEO input.<br>Check that the system has been installed correctly. Make sure that all required coaxial cables are in place, and check that all cable connectors are tight and dry (for outdoor cables).<br>Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight.<br>Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the <b>Point Dish and Signal Strength</b> menu. Consult your installer to re-aim the dish, if necessary, to obtain the maximum possible signal strength.<br>Note the local weather conditions. Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal. Remove any snow or other debris which may have collected on the satellite dish. |
| The receiver front panel <b>Power</b> light is on, and there is a picture on the TV screen, but the picture:<br>has sparkles or is grainy,<br>has a herringbone pattern,<br>lacks color or vertical hold, or wobbles, or<br>looks "washed out" or fuzzy. | The TV set may not be working properly.<br>If the receiver is connected to the TV using only the RF or VHF connections, there may be a strong local broadcast on the same channel, or a channel adjacent to the one to which the TV is tuned.<br>There may be interference from other nearby electrical devices (such as cellular telephones, computers, microwave ovens, radios, stereos, or TVs). | Make sure that the TV brightness and contrast are adjusted correctly, and that the TV is working properly.<br>Make sure that the TV is connected properly to the receiver.<br>Check other nearby electrical devices as possible sources of interference. Check that all required coaxial cables are in place.<br>Check for moisture or water leaking into all connections. Dry them out if needed, then seal them with coaxial cable sealant. Check the dish-to-receiver cable run length; if it is over 100 feet, call your dealer or installer.  |
| A "black box" fills almost all of the TV screen.   | You may have turned on the Closed Captioned feature on the TV, and put that feature into Text mode.   | Using the TV remote control and/or menus displayed by the TV ( <i>not</i> the receiver remote control or the menus displayed by the receiver), turn off the closed captioned feature.  |
| The TV screen is all blue.   | You may have connected the receiver to an input on the TV that is incorrect for the signal output from the receiver.  | Check your TV owner's manual for the correct TV input to use for the signal output from the receiver.  |



## USING THE MENUS

| What Is Happening                              | Possible Reason   | What to Do        |
|--|---|-------------------|
| You were using a menu, and it suddenly closed. | The receiver has a time-out feature that closes any menu after several minutes of no activity. This will discard any changes you have made, but otherwise does no harm to the receiver. | Start over again. |

## USING THE PROGRAM GUIDE OR THE BROWSE BANNER

| What Is Happening  | Possible Reason   | What to Do  |
|--|---|---|
| In the <b>Program Guide</b> , some channels have a red background.   | Red means that you have not bought the program. You <i>must</i> buy a channel before you can tune the receiver to it.   | If you want to buy a channel, call the Customer Service Center at 1-800-333-DISH (3474).  |
| You try to display future programs in the <b>Program Guide</b> or <b>Browse Banner</b> , but find you cannot.          | The <b>Program Guide</b> and <b>Browse Banner</b> can display programs scheduled for an extended, but not unlimited time beyond the present.  | Try displaying the <b>Program Guide</b> again later. By that time, it may show programs for the time and date you want.<br>Turn the receiver off for about ten minutes.   |
| You try to display programs that have ended in the <b>Program Guide</b> or <b>Browse Banner</b> , but find you cannot. | The <b>Program Guide</b> and <b>Browse Banner</b> can display <i>only</i> programs that have not yet ended. These features <i>cannot</i> display a time earlier than the present.   | Contact the program providers for details on past programs.   |
| When you are using the <b>Program Guide</b> or <b>Browse Banner</b> , some channels are missing.                       | You may have applied a Favorite List other than the list named <b>All Chan</b> .<br>You may have set up the <b>Program Guide</b> so that when the receiver is locked, the <b>Guide</b> hides adult channels.<br>If your setup includes a multi-dish switch, you may need to do the <b>Check Switch</b> procedure. | You can change the applied Favorite List while using the <b>Program Guide</b> , by pressing the remote control <b>Guide</b> button. You can choose another custom Favorite List, the <b>All Chan</b> list, which includes all of the channels, or the <b>All Sub</b> list, which includes all subscribed channels. Unlock the receiver for the <b>Program Guide</b> to display adult channels.<br>Do the <b>Check Switch</b> procedure (see the installation instructions for details). |

## USING LOCKS

| What Is Happening  | Possible Reason   | What to Do   |
|--|---|--|
| You set a lock ( <i>for example</i> , a lock on programs by ratings), but the lock does not take effect. | You may not have locked the receiver.                                   | You <i>must</i> lock the receiver to apply any lock that you have set.   |
| You forgot the password, so that you are unable to unlock the receiver.                                  | You may not have written down the password, to keep it in a safe place. | Call the Customer Service Center. You <i>must</i> provide the following information: (1) your name; (2) your address; (3) your telephone number; (4) the receiver serial identification number; and (5) your Personal Identification Number (PIN), if you use one. |

## Chapter 4

### Reference

#### CHANGING CHANNELS

| What Is Happening   | Possible Reason   | What to Do  |
|---|---|---|
| You enter a desired channel number. The channel changes, but the new channel is not exactly the channel you entered. You are scanning up or down through the channels, and the receiver is skipping channels that you know you have bought. | You may have made a mistake entering the channel number, or the channel number you entered may be invalid.<br>If so, the channel displayed is the closest possible to the channel you entered.<br>If you entered the number for a channel that you have not bought, the receiver will change to the channel and allow you to buy the channel or display a message.<br>If a Favorite List other than <b>All Chan</b> is applied, the receiver will skip channels that are not on the applied list.<br>If you have set up the <b>Program Guide</b> to hide adult channels and the receiver is locked, the receiver will skip such channels. | Carefully retry entering the channel number you want.<br>Press the remote control <b>Recall</b> button to return to the previous channel number. Select <b>All Chan</b> as the active Favorite List.<br>Unlock the receiver so that it does not skip adult channels.<br>If you want to buy a channel, call the Customer Service Center. |

#### USING FAVORITE LISTS

| What Is Happening  | Possible Reason  | What to Do  |
|--|--|---|
| You press the remote <b>Guide</b> button while the <b>Program Guide</b> is displayed. You find that you can apply <i>only</i> the <b>All Chan</b> list or the <b>All Sub</b> list. | If you have not added channels to any custom Favorite List, you will be able to apply <i>only</i> the <b>All Chan</b> list or the <b>All Sub</b> list. | You <i>must</i> add channels to a custom Favorite List <i>before</i> you can apply it.  |
| You try to change the <b>All Chan</b> list or the <b>All Sub</b> list. The receiver displays an <b>ERROR</b> message.  | The receiver will <i>not</i> allow you to change the <b>All Chan</b> list or the <b>All Sub</b> list.  | Choose another list to change.<br><b>Note:</b> You <i>can</i> change the <b>All Sub</b> list by changing what channels you buy. |
| You try to apply an empty Favorite List. The receiver displays an <b>ERROR</b> message.  | The receiver will not allow you to apply an empty list.  | Choose another list to apply, or add at least one channel to the empty list.  |
| A Favorite List does not show channels that you know you have added to it.   | If you have set up the <b>Program Guide</b> to hide adult channels and the receiver is locked, the Favorite List will not show such channels.          | Unlock the receiver for the list to show adult channels.  |

## BUYING A PAY PER VIEW PROGRAM

| What Is Happening  | Possible Reason   | What to Do   |
|--|---|--|
| Someone orders a pay per view program without your permission.   | You may have been away from the receiver, and someone else used it.                                     | Lock the purchase of pay per view programs. <i>Remember that you are responsible for all pay per view purchases, whether or not you authorize such purchases.</i> If you lock pay per view purchases, then anyone who wants to order a pay per view program <i>must</i> enter the password.  |
| You find that you are not able to order a pay per view program.  | The receiver may not be connected to an active telephone line. The credit limit may have been exceeded. | You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times. Review your pay per view purchases to check the credit limit. |
| You find that you are not able to cancel a pay per view program.   | You ordered a pay per view program, and then decided not to watch it.                                   | You <i>cannot</i> cancel an order for a pay per view program, whether it was just ordered or ordered earlier.  |
| Your setup includes more than one receiver. You order a pay per view program, but it does not appear via all of the receivers. | You ordered a pay per view program, and want it to be available via all the receivers in your setup.    | If you want to watch a pay per view program on TVs connected to up to six receivers, you must <i>order</i> the program for <i>each</i> receiver but you only <i>pay</i> for the program <i>once</i> .  |

## USING THE TELEPHONE FOR VOICE/DATA/FAX

| What Is Happening  | Possible Reason   | What to Do  |
|--|---|---|
| While you are making a telephone call, you hear "clicks."                                      | The receiver may have tried to call the Customer Service Center to send pay per view purchase information. When the receiver found that the telephone was busy, it automatically disconnected.  | You do not have to do anything. You can always use your telephone line, because the receiver automatically hangs up if it finds the line is busy. |
| The receiver cannot connect to DISH Network.   | Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.  | Install a DSL filter between the receiver and the telephone wall jack.  |
| You pick up the telephone to make a call, but you do not hear a dial tone.                     | The receiver was calling the Customer Service Center to send pay per view information. When the receiver found that the telephone was busy, it automatically disconnected.  | Hang up, and then pick up the telephone again to get a dial tone.   |
| Your computer or facsimile (FAX) machine tries to send a FAX or modem transmission, but fails. | The receiver was calling the Customer Service Center to send pay per view information. When the receiver found that the telephone was busy, it automatically disconnected. The FAX or modem found that there was no dial tone, and cancelled the transmission.  | Resend the FAX or modem transmission.   |
| Your computer or FAX machine was receiving a FAX or modem transmission, but an error occurred. | The receiver may have tried to call the Customer Service Center to send pay per view purchase information during the FAX or mode call. When the receiver found that the telephone was busy, it automatically disconnected. This generated "clicks" that caused an error in the FAX or modem transmission. | Have the sender resend the FAX or modem transmission.   |

## Chapter 4

### Reference

#### USING EVENT TIMERS

| What Is Happening  | Possible Reason  | What to Do  |
|--|--|---|
| You try to set up an event timer and the receiver displays a message noting that the program is locked.  | You <i>must</i> enter the password <i>before</i> you can create an event timer for a locked program.   | To be able to set up an event timer for the program, first enter the password.  |
| You try to set up an event timer and the receiver displays a message noting that the program is a pay per view event.  | You <i>must</i> order a pay per view event <i>before</i> you can create an event timer for it.   | To be able to set up an event timer for the event, first order it.  |
| You try to set up an event timer, but the receiver displays an <b>Error</b> message giving you the option to delete an event timer that was set up earlier.                  | You already have set up the maximum number of event timers.  | To be able to set up a new event timer, delete one of the event timers you set up earlier.  |
| You set up an event timer, but the receiver does not tune to the channel of the program, or does not record the program.   | You may have set up a <i>Reminder Event Timer</i> but what you should have set up is an <i>Auto/Ext Event Timer</i> , or a <i>VCR Event Timer</i> .  | Remember that a <i>Reminder Event Timer</i> just reminds you that the program is about to start. An <i>Auto/Ext Event Timer</i> reminds you and tunes the receiver to the channel of the program. A <i>VCR Event Timer</i> reminds you, tunes the receiver, and starts the VCR.   |
| You set up an event timer for a program that is repeated (such as a regularly scheduled program), but the timer does not operate for a showing of the program.               | You may have set up a timer with an incorrect frequency.   | Remember that a <i>Once</i> event timer operates just one time. A <i>Mon.-Fri.</i> event timer operates Monday through Friday on the same channel at the same time. A <i>Daily</i> event timer does the same, Monday through Sunday. A <i>Weekly</i> event timer operates once a week on the same channel at the same time. |
| You set up an event timer, but the timer does not operate at all.  | The program time may have changed so that the event timer overlapped another event timer.<br>The program time may have changed by more than twenty-four hours.   | If the receiver is ON and finds an event timer overlap, it will display the <b>Event Timer Scheduling Conflict</b> menu. You <i>must</i> edit or delete one of the overlapping event timers.<br>No event timer will operate if the program time changes by more than twenty-four hours.                                     |
| You set up a <i>Once</i> event timer, but the timer operates at a time different from what you expect.   | The program time changed.  | A <i>Once</i> event timer always operates at the actual time of the program.  |
| You stop the operation of an event timer for one showing of a program that is repeated (such as a regularly scheduled program), but the timer operates for the next showing. | Stopping the event timer applies <i>only</i> to the current showing of the program.  | To stop all operations of a repeated event timer, you <i>must</i> delete the event timer.<br><b>Note:</b> The receiver deletes a <i>Once</i> event timer when it operates.  |
| You are testing a VCR code to see if the receiver controls a VCR. The VCR does not do the test.  | The VCR may not be turned ON, there may not be a tape inserted, the tape may not be rewound, or the write-protect tab on the tape may have been removed.<br>The code you are testing may not be valid for the VCR. | Make sure the VCR is turned ON, with a blank tape inserted on which you want to record, that the tape is rewound, and that the write-protect tab on the tape is intact.<br>Try another VCR code from the <b>VCR Codes</b> table. The remote control user guide provides this table.   |

## DEVICE CODES

These tables contain the manufacturer codes for programming the remote to control your TV, a VCR, DVD player, or audio amplifier. Every attempt has been made to include all codes. If your device brand is not listed or if the codes do not work, the remote may not control your device. In some cases codes may operate some but not all buttons shown in this guide.

### TV CODES

**Programming in AUX mode:** In most cases use these codes to program in TV mode; however, if programming in AUX mode, press 0 before entering the TV code.

| TV            | Codes  |
|---------------|--|
| A Mark        | 670  |
| Action        | 662  |
| Admiral       | 521, 605, 668, 669, 675  |
| Aiko          | 727  |
| Aiwa          | 751  |
| Akai          | 570, 573, 659, 660,  |
| A-Mark        | 620  |
| Amtron        | 657  |
| Anam National | 509, 541, 620, 651, 657, 661, 663, 698   |
| AOC           | 505, 506, 519, 520, 573, 620, 627, 652, 653, 654, 659, 664, 665, 670, 672                                    |
| Apex          | 743, 744, 745  |
| Archer        | 620  |
| Audiovox      | 620, 657, 662, 672   |
| Bell & Howell | 590, 669, 675  |
| Broksonic     | 752, 659, 661, 748   |
| Capehart      | 519, 627   |
| Citizen       | 506, 516, 523, 524, 525, 526, 590, 652, 654, 657, 658, 680, 727  |
| Classic       | 659  |
| Colortyme     | 573, 627, 652, 654, 660, 667, 668, 671, 674, 679   |
| Contec/Cony   | 541, 655, 657, 661, 662, 726   |
| Craig         | 536, 541, 657, 661, 662, 666, 667, 694   |
| Crown         | 526, 536, 657, 666, 670  |
| Curtis Mathes | 506, 516, 526, 573, 590, 641, 645, 650, 652, 654, 658, 659, 660, 664, 665, 667, 668, 670, 674, 680, 703, 708 |
| Daewoo        | 505, 524, 526, 529, 530, 531, 573, 652, 653, 654, 658, 659, 663, 664, 665, 670, 672, 674, 684, 698, 719, 727 |
| Daytron       | 526, 627, 652, 654, 658, 665, 670, 672   |
| Dimensia      | 645, 650   |
| DISH Network  | 742  |
| Dixi          | 566, 620   |

| TV              | Codes   |
|-----------------|---|
| Dumont          | 501, 627, 652   |
| Echostar        | 722   |
| Electrohome     | 526, 573, 651, 652, 654, 656, 659, 660, 665, 670, 709, 728  |
| Emerson         | 526, 534, 536, 541, 573, 590, 627, 636, 642, 648, 652, 654, 655, 657, 658, 659, 660, 661, 662, 665, 666, 667, 669, 670, 677, 679, 682, 692, 696, 699, 720 |
| Envision        | 506, 573, 652, 654, 660, 664  |
| Fisher          | 542, 590, 683   |
| Fujitsu         | 534, 682, 694   |
| Funai           | 534, 541, 657, 661, 662, 677, 682, 694  |
| GE              | 508, 509, 543, 544, 630, 645, 646, 650, 651, 652, 654, 659, 661, 663, 665, 667, 668, 670, 673, 676, 690, 691, 698, 701, 715, 716, 725, 728, 742           |
| Goldstar        | 505, 523, 526, 545, 546, 566, 573, 652, 653, 654, 655, 656, 658, 659, 660, 664, 665, 670, 671, 693, 730, 747  |
| Gradiente       | 660, 671  |
| Granada         | 627, 670, 671   |
| Grundig         | 670, 673  |
| Hallmark        | 627, 652, 654, 659  |
| Harmon/Kardon   | 561, 659  |
| Hinari          | 534   |
| Hitachi         | 523, 526, 548, 549, 553, 554, 555, 585, 597, 626, 636, 638, 643, 648, 652, 654, 655, 665, 668, 669, 670, 672, 673, 702, 718, 726                          |
| Infinity        | 566, 671  |
| JBL             | 566, 671  |
| JC Penney       | 505, 506, 516, 525, 526, 543, 546, 631, 645, 646, 650, 652, 653, 654, 658, 659, 664, 667, 668, 670, 673, 676, 678, 680, 690, 691, 701, 725, 726, 728, 730 |
| Jensen          | 556, 573, 652, 654, 660   |
| JVC             | 508, 557, 559, 642, 649, 655, 667, 673, 676, 726, 735, 736, 737   |
| Kawasho         | 548, 561, 573, 652, 654, 664  |
| Kenwood         | 506, 573, 652, 654, 656, 659, 660, 664, 679   |
| Kloss Nova-beam | 657, 663, 698, 723, 724   |

| TV              | Codes   |
|-----------------|---|
| Konka           | 753   |
| KTV             | 526, 541, 573, 657, 658, 661, 662, 664, 665, 670, 696   |
| Lloyds          | 627, 679  |
| Loewe           | 566   |
| Logik           | 675   |
| Luxman          | 523, 652, 654   |
| LXI             | 563, 566, 590, 595, 667, 631, 635, 645, 646, 650, 654, 659, 668, 683, 691, 701, 725   |
| Magnasonic      | 573, 659, 660, 669, 672, 677  |
| Magnavox        | 506, 520, 525, 536, 566, 567, 568, 573, 610, 652, 654, 656, 659, 660, 664, 665, 666, 669, 671, 673, 674, 677, 723, 724, 729 |
| Majestic        | 675   |
| Marantz         | 506, 566, 573, 652, 654, 660, 664, 665, 671   |
| Megatron        | 627, 654  |
| Memorex         | 590, 627, 653, 654, 659, 675, 720   |
| MGA             | 504, 505, 506, 542, 571, 573, 627, 652, 653, 654, 656, 660, 728   |
| Mitsubishi      | 504, 505, 542, 570, 571, 572, 573, 597, 623, 627, 652, 653, 654, 656, 659, 660, 664, 665, 670, 671, 705, 728                |
| Montgomery Ward | 675   |
| Motorola        | 521, 605, 651   |
| MTC             | 505, 506, 516, 523, 573, 627, 652, 653, 654, 659, 664, 667, 672, 680  |
| Multitech       | 657   |
| NAD             | 502, 617, 627, 631, 635, 637, 654   |
| National        | 509   |
| NEC             | 505, 506, 507, 517, 523, 573, 627, 651, 652, 653, 654, 660, 664, 665, 679, 731, 732   |
| Nikkai          | 612   |
| Nikko           | 654, 672, 727   |
| Onwa            | 541, 657, 661   |
| Optimus         | 637   |
| Optonica        | 521, 605, 607   |
| Orion           | 694   |
| Osaki           | 612   |

## Chapter 4

### Reference

| TV                        | Codes  |
|---------------------------|--|
| Panasonic                 | 508, 509, 512, 566, 644, 651, 662, 663, 668, 672, 673, 676, 685, 689, 698, 700, 716, 234, 247  |
| Philco                    | 505, 506, 525, 536, 568, 573, 610, 651, 652, 653, 654, 655, 656, 659, 660, 664, 665, 666, 669, 671, 672, 674, 677, 723, 724, 729                               |
| Philips                   | 525, 566, 651, 652, 655, 656, 671, 690, 723, 724, 729  |
| Pioneer                   | 502, 548, 576, 636, 637, 648, 652, 654, 663, 665, 708  |
| Portland                  | 505, 526, 573, 652, 654, 658, 659, 664, 665, 670, 727  |
| Price Club                | 680  |
| Prism                     | 676  |
| Proscan                   | 645, 646, 650, 668, 691, 725, 742  |
| Proton                    | 513, 519, 526, 536, 585, 627, 652, 654, 655, 659, 660, 665, 666, 668, 670  |
| Quasar                    | 508, 509, 651, 663, 673, 676, 698, 700, 747  |
| Radio Shack               | 526, 541, 607, 612, 645, 661, 662, 663, 668, 670, 698  |
| Radio Shack/<br>Realistic | 590, 607, 650, 652, 654, 655, 657, 658, 683, 730   |
| RCA                       | 503, 505, 548, 630, 633, 634, 636, 641, 645, 646, 648, 650, 651, 652, 653, 654, 656, 661, 663, 665, 667, 668, 670, 691, 698, 701, 708, 715, 716, 725, 742, 749 |
| Realistic                 | 590, 645   |
| Runco                     | 501  |
| Sampo                     | 506, 519, 652, 654, 658, 663, 664, 665, 698, 730, 746  |
| Samsung                   | 505, 506, 516, 523, 526, 566, 573, 612, 627, 647, 652, 653, 654, 655, 656, 658, 659, 664, 665, 667, 669, 670, 679, 680, 704, 717, 730, 738                     |
| Sansui                    | 754  |
| Sanyo                     | 542, 590, 652, 683   |
| SBR                       | 566  |
| Schneider                 | 566  |
| Scott                     | 526, 534, 541, 600, 652, 654, 655, 657, 661, 662, 665, 670, 677, 682, 696, 701   |
| Sears                     | 523, 534, 542, 563, 590, 595, 601, 604, 617, 627, 631, 635, 645, 646, 650, 652, 654, 656, 659, 661, 668, 670, 682, 683, 688, 691, 703, 725, 726                |
| Sharp                     | 521, 526, 585, 605, 607, 628, 629, 652, 654, 655, 658, 669, 670, 674, 679, 739, 740, 741   |
| Signature                 | 675  |
| Solavox                   | 612  |
| Sony                      | 500, 578, 640, 670, 690  |

| TV                     | Codes  |
|------------------------|--|
| Soundesign             | 525, 536, 541, 627, 652, 654, 657, 659, 661, 665, 666, 682   |
| Starlite               | 657  |
| Supra                  | 523  |
| Sylvania               | 506, 525, 536, 566, 568, 569, 573, 600, 610, 652, 654, 656, 659, 660, 664, 665, 666, 671, 672, 674, 677, 723, 724, 729, 733                                    |
| Symphonic              | 632, 657, 662, 677, 692, 694   |
| Tandy                  | 521, 605   |
| Tatung                 | 509, 651, 663, 698   |
| Technics               | 508, 673, 676  |
| Techwood               | 523, 573, 652, 654, 660, 676   |
| Teknika                | 504, 505, 512, 516, 523, 524, 525, 526, 534, 536, 541, 573, 644, 652, 653, 654, 655, 657, 658, 661, 662, 664, 665, 666, 670, 672, 675, 680, 682, 685, 726, 727 |
| Telefunken             | 679  |
| Toshiba                | 516, 590, 617, 631, 635, 667, 680, 683, 688, 750   |
| Totevision             | 526, 658, 668  |
| Ultra                  | 672  |
| Universal              | 543, 690   |
| Vector,<br>Research    | 506  |
| Video Concepts         | 570, 661   |
| Wards                  | 536, 573, 607, 645, 650, 652, 653, 654, 656, 659, 664, 665, 666, 667, 668, 669, 674, 675, 677, 682, 690, 715, 723, 724, 729                                    |
| White,<br>Westinghouse | 659, 664, 670, 672, 674  |
| Yamaha                 | 505, 506, 573, 652, 653, 654, 656, 664, 666, 672, 679  |

### VCR CODES

**Programming in AUX mode:** In most cases use these codes to program in VCR mode; however, if programming in AUX mode, press 1 before entering the VCR code.

| VCR           | CODES                                       |
|---------------|---|
| Aiwa          | 588, 622, 623                               |
| Akai          | 513, 514, 515, 516, 517, 518, 520, 568, 682 |
| Alba          | 546   |
| Amstrad       | 588   |
| ASA           | 556   |
| Audiovox      | 676   |
| Bell & Howell | 581   |
| Broksonic     | 559, 748                                    |
| Bush          | 589   |

| VCR           | CODES  |
|---------------|--|
| Calix         | 676  |
| Canon         | 554, 678, 679  |
| Capehart      | 546  |
| CCE           | 681  |
| Citizen       | 534, 591, 592, 594, 675, 676, 677  |
| Colortyme     | 592,   |
| Craig         | 591, 658, 675, 676, 681, 685   |
| Curtis Mathes | 554, 592, 594, 605, 607, 675, 677, 678, 679, 683                               |
| Daewoo        | 506, 534, 546, 547, 559, 588   |
| Daytron       | 546  |
| Denon         | 686  |
| Dimensia      | 607  |
| Dumont        | 549  |
| Electrohome   | 512, 676   |
| Emerson       | 505, 506, 508, 509, 511, 512, 534, 559, 568, 588, 590, 618, 676, 678           |
| Finlandia     | 549  |
| Finlux        | 549, 556, 588  |
| Fisher        | 548, 549, 581, 584, 588, 608, 610  |
| Fuji          | 678  |
| Funai         | 588  |
| Garrard       | 588  |
| GE            | 550, 551, 552, 554, 572, 591, 605, 607, 675, 678, 679                          |
| Go Video      | 557, 558, 620, 685   |
| Goldstar      | 592, 594, 676, 747   |
| Goodmans      | 585, 589   |
| Gradiente     | 588  |
| Granada       | 549, 581   |
| Grundig       | 556  |
| Harmon/Kardon | 568, 592   |
| Harwood       | 681  |
| Hinari        | 589  |
| Hitachi       | 536, 538, 539, 540, 588, 595, 597, 680, 682, 686                               |
| ITT           | 518  |
| JC Penney     | 554, 581, 591, 592, 594, 595, 600, 674, 675, 676, 678, 679, 680, 681, 685, 686 |
| Jensen        | 595, 680, 682  |
| JVC           | 561, 562, 563, 581, 592, 594, 600, 674, 682, 686                               |
| Kenwood       | 562, 581, 592, 594, 600, 674, 677, 682, 683                                    |
| KLH           | 681  |
| Kodak         | 676, 678   |
| Lloyds        | 683  |
| Logik         | 589, 681, 685  |

| VCR                   | CODES   |
|-----------------------|---|
| Luxor                 | 518   |
| LXI                   | 676   |
| Magnasonic            | 685   |
| Magnavox              | 527, 533, 554, 556, 678, 679, 685   |
| Marantz               | 554, 556, 581, 585, 592, 594, 600, 602, 674, 677, 678, 683                |
| Matsushita            | 678   |
| Memorex               | 507, 533, 549, 554, 566, 581, 585, 588, 608, 675, 676, 678, 686           |
| MGA                   | 512, 567, 568   |
| Minolta               | 595, 680, 686   |
| Mitsubishi            | 512, 562, 567, 568, 570, 571, 595, 680                                    |
| Motorola              | 678   |
| MTC                   | 544, 588, 675, 685  |
| Multitech             | 579, 588, 675, 677, 681   |
| NAD                   | 573   |
| NEC                   | 562, 581, 592, 594, 600, 602, 674, 677, 682, 683                          |
| Nikko                 | 676   |
| Noblex                | 675   |
| Olympus               | 678   |
| Optimus               | 676   |
| Optonica              | 585   |
| Orion                 | 506   |
| Panasonic             | 523, 554, 598, 614, 628, 633, 678, 679, 685, 747                          |
| Pentax                | 592, 595, 677, 680, 683, 686  |
| Pentex Research       | 594   |
| Perdio                | 588   |
| Philco                | 554, 678, 679, 686  |
| Philips               | 554, 556, 585, 678  |
| Pioneer               | 562, 573, 574, 575, 576, 600, 674, 680,                                   |
| Portland              | 546, 677  |
| Proscan               | 605, 607  |
| Proton                | 685   |
| Quasar                | 554, 678, 679, 747,   |
| Radio Shack           | 512, 607, 608, 610  |
| Radio Shack/Realistic | 581, 584, 588, 608, 675, 676, 678, 679                                    |
| Radix                 | 676   |
| RCA                   | 518, 525, 527, 528, 591, 595, 605, 607, 615, 631, 649, 675, 678, 680, 686 |
| Realistic             | 534, 549, 554, 581, 584, 585, 588, 608, 675, 678, 679                     |
| Ricoh                 | 502   |
| Runco                 | 533   |
| Saisho                | 506   |
| Salora                | 567, 581  |

| VCR             | CODES  |
|-----------------|--|
| Samsung         | 515, 517, 534, 579, 591, 675                               |
| Sansui          | 544, 562, 600, 674, 682, 685                               |
| Sanyo           | 549, 581, 582, 583, 608, 675                               |
| SBR             | 556  |
| Schneider       | 589  |
| Scott           | 508, 534, 559, 590   |
| Sears           | 548, 549, 581, 584, 595, 608, 610, 676, 678, 680, 683, 686 |
| Sentra          | 546  |
| Sharp           | 512, 585, 607, 625   |
| Shintom         | 589, 595, 681, 685   |
| Singer          | 678, 681, 685  |
| Sony            | 500, 501, 502, 504   |
| STS             | 678  |
| Sylvania        | 554, 556, 567, 588, 678, 679                               |
| Symphonic       | 588, 594, 683  |
| Tandy           | 581, 588   |
| Tashiko         | 588, 676   |
| Tatung          | 594, 682,  |
| Teac            | 588, 594, 682  |
| Technics        | 554, 633, 678,   |
| Teknika         | 554, 588, 676, 678   |
| Toshiba         | 534, 535, 567, 584, 590, 680                               |
| Totevision      | 591, 675, 676  |
| Unitech         | 675,   |
| Vector Research | 534, 592, 600, 674, 677, 683                               |
| Video Concepts  | 534, 568, 592, 600, 674, 677, 683,                         |
| Wards           | 534, 588, 595, 608, 675, 676, 678, 680, 681                |
| XR-1000         | 588, 678, 681  |
| Yamaha          | 581, 592, 594, 600, 674, 682, 683                          |
| Zenith          | 500, 501, 533, 747   |

## TV/VCR COMBO CODES

### Programming for combination equipment:

Program the remote control in TV mode and then in VCR mode.

| TV/VCR    | TV Codes | VCR Codes |
|-----------|----------|-----------|
| Broksonic | 748      | 748       |
| Goldstar  | 747      | 747       |
| Panasonic | 747      | 747       |
| Quasar    | 747      | 747       |
| Zenith    | 747      | 747       |

## DVD PLAYER CODES

**Programming in AUX mode:** In most cases use these codes to program in VCR mode; however, if programming in AUX mode, press 1 before entering the VCR code.

| DVD Players | Codes                                  |
|-------------|--|
| Aiwa        | 634, 694, 751                          |
| Alpine      | 653                                    |
| Apex        | 654, 655, 743, 744                     |
| Broksonic   | 656, 752                               |
| Clarion,    | 696                                    |
| Classic     | 695                                    |
| Daewoo      | 657                                    |
| Denon       | 697, 698, 699, 700                     |
| Emerson     | 658, 701                               |
| Fisher      | 659                                    |
| Funai       | 658                                    |
| GE          | 702, 703                               |
| Go Video    | 692, 693                               |
| GPX         | 704                                    |
| Hitachi     | 632, 635, 660, 705, 706, 707           |
| JVC         | 636, 689, 708, 711                     |
| Konka       | 637, 638, 753                          |
| Koss        | 745                                    |
| Magnavox    | 626, 661                               |
| Memorex     | 709                                    |
| Mintek      | 710                                    |
| Mitsubishi  | 629                                    |
| NAD         | 701                                    |
| Norcent     | 762                                    |
| Onkyo       | 713                                    |
| Oritron     | 723                                    |
| Panasonic   | 639, 662, 663, 714, 715, 716, 717, 734 |
| Philips     | 640, 641                               |
| Pioneer     | 665, 718, 719                          |
| Proscan     | 720                                    |
| Qwestar     | 721, 723                               |
| RCA         | 627, 650, 666, 690, 742, 749           |
| Sampo       | 724                                    |
| Samsung     | 651, 652, 667, 668, 691, 740, 741      |
| Sansui      | 725, 754                               |
| Sanyo       | 643, 726                               |
| Sharp       | 669, 727, 746                          |
| Sherwood    | 728                                    |
| Sony        | 617, 644, 645, 670, 671, 729, 730, 731 |
| Sylvania    | 658                                    |
| Teac        | 732                                    |

## Chapter 4

### Reference

| DVD Players | Codes                              |
|-------------|------------------------------------|
| Technics    | 733                                |
| Techwood    | 664                                |
| Toshiba     | 616, 646, 647, 672, 735, 736, 750, |
| Yamaha      | 737, 738, 739                      |
| Zenith      | 648, 673                           |

### TUNER/AMPLIFIER CODES

#### Programming in AUX mode:

Press 2 before entering the tuner/amplifier code.

| Tuner/<br>Amplifier | Codes                                       |
|---------------------|---|
| Aiwa                | 636, 641, 656, 687, 718, 720, 724, 775, 726 |
| Carver              | 653   |
| Citizen             | 709   |
| Curtis Mathes       | 734   |
| Denon               | 647, 674                                    |
| Fisher              | 653, 741                                    |
| GE                  | 711   |
| Goldstar            | 677, 690                                    |
| Harmon/Kardon       | 640, 672, 751                               |
| Hitachi             | 717, 754                                    |
| JBL                 | 640   |
| JVC                 | 637, 683, 703, 725                          |
| Kenwood             | 649, 676, 691, 726, 728, 745                |
| Luxman              | 752   |
| Magnavox            | 654, 705, 740                               |
| Marantz             | 651, 740, 742, 743                          |
| NAD                 | 739   |
| Nakamichi           | 671, 748, 750                               |
| NEC                 | 716, 739                                    |
| Onkyo               | 642, 660, 662, 678                          |
| Optimus             | 648, 664, 734, 744, 749                     |
| Panasonic           | 643, 644, 652, 742, 746                     |
| Pioneer             | 658, 667, 668, 679, 702, 734                |
| Proton              | 654, 705                                    |
| Quasar              | 652, 742, 746                               |
| Radio Shack         | 744   |
| RCA                 | 635, 638, 704, 727                          |
| Sansui              | 753   |
| Sanyo               | 741   |
| Sharp               | 712, 713, 714, 715, 749                     |
| Sherwood            | 646, 670, 736, 738, 744                     |
| Sony                | 639, 645, 650, 687, 728, 729, 730           |
| Teac                | 684, 737                                    |
| Technics            | 643, 644, 652, 742, 746                     |

| Tuner/<br>Amplifier | Codes                             |
|---------------------|-----------------------------------|
| Toshiba             | 710                               |
| Yamaha              | 663, 730, 731, 732, 733, 745, 747 |

### DVD/VCR COMBO CODES

#### Programming for combination equipment:

Use VCR mode to control VCR and DVD functions; however, if programming in AUX mode, press 1 before entering the DVD/VCR code.

| DVD/VCR  | Codes   |
|----------|---------|
| Go Video | 692,693 |
| JVC      | 689     |
| RCA      | 690     |
| Samsung  | 667,691 |

### TV/DVD COMBO CODES

#### Programming for combination equipment:

Program the remote control in TV mode and then in VCR (or AUX - press 1 before entering the DVD code) mode.

| TV/DVD    | TV Codes | DVD Codes |
|-----------|----------|-----------|
| Aiwa      | 751      | 751       |
| Broksonic | 752      | 752       |
| Konka     | 753      | 753       |
| Panasonic | 734      | 734       |
| RCA       | 749      | 749       |
| Sansui    | 754      | 754       |
| Toshiba   | 750      | 750       |



# Chapter 5

## Reference

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### TROUBLESHOOTING TABLES

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Use these tables if you have problems using the system *before* calling the Customer Service Center. Many problems arise from misunderstandings of how the system works, especially when you are just becoming familiar with it. These tables cover many problems, usually with a simple solution for each one. To solve a particular problem, do the following:

1. Review the section in this *Guide* that relates to the problem.
2. If you cannot find a solution, then find the section in the following tables that relates to the problem.
  - Read the *What's Happening* column until you find the problem.
  - Read the information in the *Possible Reason* column.
  - Try each of the suggested solutions in the *What to Do* column.
3. For more information, call the Customer Service Center at 1-800-333-DISH (3474).

**Note:** Before calling the Service Center, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Display the *Important System Information* menu to find these numbers (See *Ordering your Programming* on page 2). Also, write down any error messages that the receiver displays on the television screen.

### ON-SCREEN MESSAGES

This table describes some on-screen messages in the order of their *message numbers*. Find the message number in the upper right corner of the message displayed on your TV screen, and then find the matching number in this table.

| Message Number  | Possible Reason  | What to Do   |
|-----------------|--|--|
| <b>001</b>      | There may be a problem with the multi-dish switch.   | Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables).<br>If this does not work, call the Customer Service Center for help.   |
| <b>002</b>      | Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal, or there may be other interference.   | Note the local weather conditions. Remove any snow or other debris which may have collected on the satellite dish.<br>Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight.<br>Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the <b>Point Dish/Signal</b> menu. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.  |
| <b>003, 004</b> | The wrong type of coaxial cable may be used in the system, or the cable run length may be too long. Or, there may be a problem with the multi-dish switch.   | Make sure the system uses RG6 coaxial cable; if not, call your dealer or installer.<br>Check the dish-to-receiver cable run length; if it is over 100 feet, call your dealer or installer.<br>Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables).<br>If this does not work, do the <b>Check Switch</b> test.   |
| <b>005</b>      | The receiver may not yet have been authorized. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal. | If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables).<br>Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight.<br>Check that the <b>Signal Strength</b> bar in the <b>Point Dish/Signal</b> menu is green and displays the word <b>Locked</b> . If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center for help. |
| <b>006</b>      | The receiver may not be connected to an active telephone line.<br>The credit limit may have been suspended.  | You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times.<br>Review your pay per view purchases to check the credit limit.  |
| <b>008</b>      | Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.   | Install a DSL filter between the receiver and the telephone wall jack. You can obtain the filter from your DSL provider.   |
| <b>011, 012</b> | Viewers in specific areas are prohibited from watching certain programs.<br><i>For example</i> , viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium.                         | Remember that the program providers specify which programs are “blacked out” for which viewers, <i>not</i> DISH Network™.  |
| <b>013, 014</b> | You may have tried to tune to a program on a channel which you have not bought.  | You <i>must</i> buy a channel <i>before</i> you can tune to a program on that channel. Call the Customer Service Center to buy the channel, or if you believe this message was displayed by mistake.   |

| Message Number | Possible Reason  | What to Do   |
|----------------|--|--|
| 015            | You may have just plugged in the receiver, and it is acquiring the satellite signal. Or, the receiver may have temporarily lost the signal.  | Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the <b>Signal Strength</b> bar in the <b>Point Dish/Signal</b> menu is green and displays the word <b>Locked</b> . If not, contact your installer to re-aim the satellite dish.  |
| 018            | The receiver may not be connected to an active telephone line. The credit limit may have been exceeded.  | You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times. Review your pay per view purchases to check the credit limit. Call the Customer Service Center for help checking the credit limit, and/or to get authorization to make a purchase.  |
| 022            | The receiver may not yet have been authorized. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal. | If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the <b>Signal Strength</b> bar in the <b>Point Dish/Signal</b> menu is green and displays the word <b>Locked</b> . If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center for help. |
| 026            | The receiver may have temporarily lost the satellite signal.   | Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the <b>Signal Strength</b> bar in the <b>Point Dish/Signal</b> menu is green and displays the word <b>Locked</b> . If not, contact your installer to re-aim the satellite dish.  |
| 028            | The receiver may need to get new software before you can use it to order pay per view programs.  | Turn the receiver off. Doing this allows the receiver to “download” new software via the satellite signal. The download may take several minutes; do <i>not</i> disturb or unplug the receiver during this time. When the download is done, you will be able to use it to order pay per view programs.   |
| 032            | You may have tried to set a <i>VCR Event Timer</i> without having set up the receiver to control the VCR.  | You <i>must</i> set up the receiver to control the VCR <i>before</i> you can set a <i>VCR Event Timer</i> . See the <i>Using the System</i> for instructions.  |
| 059            | You may have tried to close an installation menu without having done the <b>Check Switch</b> test.   | If your setup includes a multi-dish switch, you <i>must</i> do the <b>Check Switch</b> test.   |
| 060            | You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the <b>Point Dish/Signal</b> menu.  | Make sure that you have selected the option for the right satellite on the <b>Point Dish/Signal</b> menu. Make sure that the cable(s) for the satellite you have selected are connected to the LNBF that receives signals from that satellite. Re-aim the satellite dish at the right satellite.   |
| 061            | You may have set up the receiver to accept a transmission (a “download”) of the latest operating software via the satellite signal.  | It is <i>very</i> important for the receiver to get the latest operating software, so let the receiver do so. The “download” may take several minutes. Do <i>not</i> disturb or unplug the receiver during this time.  |
| 074            | The receiver gives you three chances to enter the correct password. If you fail to do so, the receiver “times out” and will not allow you to try again for several minutes.  | Wait a few minutes and then try again to enter the password. <b>Note:</b> The “time out” feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and so gains unauthorized access to the receiver.   |

## Chapter 5

### Reference

| Message Number | Possible Reason  | What to Do  |
|----------------|--|---|
| 078, 079, 080  | <p>You may not have connected the receiver to an active telephone line. Or, the telephone line may be defective.</p> <p>Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.</p> | <p>Connect the receiver to an active telephone line. Make sure that the telephone line to which you connect the receiver is working properly.</p> <p><b>Note:</b> To be able to order pay per view programs, you <i>must</i> keep the receiver connected to an active telephone line at all times. If your setup includes more than one receiver, this applies to <i>each</i> receiver. The receiver uses the telephone line to make toll-free calls, usually in the middle of the night, to send information to the Customer Service Center.</p> <p>Install a DSL filter between the receiver and the telephone wall jack.</p> |
| 093            | You may have set up the receiver to reset itself back to the "factory defaults," <i>that is</i> , the settings it had when it was shipped from the factory.  | If you want to reset the receiver to its factory default settings, select the <b>Yes</b> option. If not, select the <b>No</b> option.   |

### DISHPRO TWIN LNBF

| What's Happening   | What's Wrong  | What You Can Do  |
|--|---|--|
| When you run Check Switch, you do not see "Twin" identified as a Device or LNB. All entries show "X"s.   | <ul style="list-style-type: none"> <li>The DishPro Twin LNBF may not be properly connected.</li> <li>Cables may be too long, over 200 feet.</li> <li>Cables may not be rated for 2150 MHz.</li> <li>You may have DishPro Adapter installed on a DishPro receiver.</li> <li>May have a non-DishPro switch or LNB or incompatible accessory device* in the system.</li> </ul> | <ul style="list-style-type: none"> <li>Check all cable connections in your system and run Check Switch again.</li> <li>Make sure cable length between receiver and DishPro Twin does not exceed 200 feet. Rerun check switch.</li> <li>Make sure cable is rated for 2150 MHz. Rerun check switch.</li> <li>Remove the DishPro Adapter; this device is only for non-DishPro receivers. Rerun check switch.</li> <li>Remove any non-DishPro switches/ LNBs or incompatible accessory devices* from the system. All LNBs and switches must be DishPro. Rerun check switch.</li> </ul> |
| When you run Check Switch, you see "Twin" identified as the Device/LNB and Satellite shows "Conn" but you do not see "Satellite Reception Verified". | <ul style="list-style-type: none"> <li>The DishPro Twin LNBF is connected but no satellite signal is present.</li> </ul>  | <ul style="list-style-type: none"> <li>Check the point dish/signal screen to confirm you have satellite signal. If not, check your dish antenna to ensure the DishPro Twin is installed properly, the dish is pointed/peaked on the satellite signal and there is nothing blocking the signal path to the dish. Rerun check switch.</li> </ul>   |
| When you run Check Switch, you see "Satellite Reception Verified" but you see "Feed" instead of "Twin" identified as the Device/LNB.                 | <ul style="list-style-type: none"> <li>The DishPro Twin is connected but something in the system may be blocking the switch commands.</li> </ul>  | <ul style="list-style-type: none"> <li>Check the cable path between the DishPro Twin and the receiver and remove any incompatible accessory devices*. Rerun check switch.</li> </ul>   |
| When you run Check Switch, you do not see "Twin" identified as a Device or LNB, but odd transponders are detected only on one satellite.             | <ul style="list-style-type: none"> <li>Your box may need a software upgrade.</li> <li>You may have DishPro Adapter installed on a DishPro receiver.</li> <li>May have a non-DishPro switch or LNB in the system</li> </ul>  | <ul style="list-style-type: none"> <li>From point dish/signal screen, select 119 west satellite and an odd transponder greater than 10 (e.g., 11). Confirm satellite signal is present. Turn the receiver off and wait 30 minutes. Rerun check switch.</li> <li>Remove the DishPro Adapter; this device is only for non-DishPro receivers. Rerun check switch.</li> <li>Remove any non-DishPro switches/ LNBs from the system. All LNBs and switches must be DishPro. Rerun check switch.</li> </ul>   |

| What's Happening  | What's Wrong   | What You Can Do   |
|---|--|---|
| When you run Check Switch, you see "Twin" identified as the Device/LNB but you only have signal confirmed from one satellite. | <ul style="list-style-type: none"> <li>The DishPro Twin LNBF is connected but the dish may not be pointed to receive signal from both 110 and 119 satellites.</li> </ul>   | <ul style="list-style-type: none"> <li>If the check switch summary screen shows "119 W" on Dish Input 2, you need to point you dish 9 degrees to the east and repeak your dish. Rerun check switch.</li> <li>If the check switch summary screen shows "110 W" on Dish Input 1, you need to point you dish 9 degrees to the west and repeak your dish. Rerun check switch.</li> <li>Make sure the skew setting is correct for a Dish 500 installation at your zip code. Rerun check switch.</li> </ul> |
| When you run Check Switch, you see "Twin" identified as a Device or LNB, but only odd transponders are detected.              | <ul style="list-style-type: none"> <li>Cables may not be rated for 2150 MHz.</li> </ul>  | <ul style="list-style-type: none"> <li>Make sure cable is rated for 2150 MHz and all accessory devices are compatible. Rerun check switch.</li> </ul>   |
| Getting receiver messages that signal is lost or being acquired   | <ul style="list-style-type: none"> <li>Check the weather conditions to see if heavy rain or snow could be temporarily block the signal.</li> <li>Check for any obstructions in way of the dish like new growth on trees</li> </ul> | <ul style="list-style-type: none"> <li>Wait for weather to clear up and restore signal.</li> <li>Clear obstructions from the signal path.</li> </ul>  |

\* Compatible accessory devices must pass 2150 MHz signals, 22 KHz signals both directions (per DiSeqC 2.0 specifications), and pass DC power.

## USING THE REMOTE CONTROL

| What Is Happening   | Possible Reason  | What to Do   |
|---|--|--|
| You cannot find the remote control.   | N/A  | Use the receiver front panel <b>Control Buttons</b> to control the receiver until you find the remote. If the remote control is permanently lost or too damaged to use, call the Service Center to order a replacement.  |
| When you press a button on the remote control, the receiver does not do what you expect.  | The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead.  | If the batteries are missing or dead, insert fresh AAA-size batteries. If the remote has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and place correctly.   |
| When you press the remote control <b>Power</b> button to turn the receiver ON, the receiver front panel <b>Power</b> light does not light up. | Other lights are too bright.<br>Remote control not operating properly or the batteries are weak or dead.<br>The receiver power cord not plugged into a power outlet, or there may be a problem with the power.   | Try other remote control buttons to see if the receiver is responding. Replace the remote batteries with fresh ones.<br><br>Check that the receiver power cord is not damaged, and that the plug is inserted correctly into the outlet.  |
| You use a pyramid type IR extender (not a "mouse tail"), and it does not seem to work.  | The IR sensor on the extender that receives the remote control signals may not be facing the remote control.<br>The IR cable on the extender that sends the signal to the receiver may not be right in front of the IR sensor on the receiver front panel. | Make sure that the extender that receives the signal from the remote control is facing the right way, so that the IR sensor can receive the remote control signals.<br>Make sure that the IR cable on the extender that sends the signal to the receiver is right in front of the IR sensor on the receiver front panel, so that the receiver IR sensor can receive the signals.<br>If doing the above does not solve the problem, contact the manufacturer of the extenders for assistance. |

## Chapter 5

### Reference

#### HEARING A PROGRAM

| What Is Happening   | Possible Reason   | What to Do  |
|---|---|---|
| The receiver front panel <b>Power</b> light is on and there is a good picture on the TV set, but you do not hear any sound. | You may have muted the sound, or set the volume so low that you cannot hear it.<br>The audio connections may not be properly connected. | Check the volume level on the TV or audio device. Turn off the mute or turn up the volume, as required.<br>Check the audio connectors and cables from the receiver to the TV or the sound system.<br>Check the TV speakers or the sound system. |
| You hear a foreign language with a program.   | You may have set the receiver to an alternate audio language.   | Use the <b>Alternate Audio Language</b> menu to select the language that you prefer.  |

#### WATCHING A PROGRAM

| What Is Happening  | Possible Reason   | What to Do   |
|--|---|--|
| The receiver front panel <b>Power</b> light is on, but the TV image:<br>is black (no picture),<br>is frozen,<br>has breakups,<br>has "snow," or<br>shows small squares of various colors.  | The TV set may not be working properly.<br>If the TV and the receiver are working properly, there may be interference with the satellite signal.<br>The TV may be wired to the wrong input.   | Make sure that the TV set is plugged into an electrical outlet. Make sure the outlet has electrical power. Make sure that the TV is turned on. If the receiver is connected to the TV using only the RF or VHF connections, make sure that the TV is tuned to channel 3 or 4 (whichever works best in your area) and that the receiver back panel <b>Channel 3/4 Switch</b> is set to the same channel as the TV. Make sure that the TV brightness and contrast are adjusted correctly.<br>Make sure that the TV is connected properly to the receiver. Make sure that the TV's text mode and closed captioned features are turned off. Set the TV to SVIDEO or VIDEO input.<br>Check that the system has been installed correctly. Make sure that all required coaxial cables are in place, and check that all cable connectors are tight and dry (for outdoor cables).<br>Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight.<br>Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the <b>Point Dish and Signal Strength</b> menu. Consult your installer to re-aim the dish, if necessary, to obtain the maximum possible signal strength.<br>Note the local weather conditions. Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal. Remove any snow or other debris which may have collected on the satellite dish. |
| The receiver front panel <b>Power</b> light is on, and there is a picture on the TV screen, but the picture:<br>has sparkles or is grainy,<br>has a herringbone pattern,<br>lacks color or vertical hold, or wobbles, or<br>looks "washed out" or fuzzy. | The TV set may not be working properly.<br>If the receiver is connected to the TV using only the RF or VHF connections, there may be a strong local broadcast on the same channel, or a channel adjacent to the one to which the TV is tuned.<br>There may be interference from other nearby electrical devices (such as cellular telephones, computers, microwave ovens, radios, stereos, or TVs). | Make sure that the TV brightness and contrast are adjusted correctly, and that the TV is working properly.<br>Make sure that the TV is connected properly to the receiver. Check other nearby electrical devices as possible sources of interference. Check that all required coaxial cables are in place. Check for moisture or water leaking into all connections. Dry them out if needed, then seal them with coaxial cable sealant. Check the dish-to-receiver cable run length; if it is over 100 feet, call your dealer or installer.  |
| A "black box" fills almost all of the TV screen.   | You may have turned on the Closed Captioned feature on the TV, and put that feature into Text mode.   | Using the TV remote control and/or menus displayed by the TV ( <i>not</i> the receiver remote control or the menus displayed by the receiver), turn off the closed captioned feature.  |
| The TV screen is all blue.   | You may have connected the receiver to an input on the TV that is incorrect for the signal output from the receiver.  | Check your TV owner's manual for the correct TV input to use for the signal output from the receiver.  |

## USING THE MENUS

| What Is Happening                              | Possible Reason   | What to Do        |
|--|---|-------------------|
| You were using a menu, and it suddenly closed. | The receiver has a time-out feature that closes any menu after several minutes of no activity. This will discard any changes you have made, but otherwise does no harm to the receiver. | Start over again. |

## USING THE PROGRAM GUIDE OR THE BROWSE BANNER

| What Is Happening  | Possible Reason   | What to Do  |
|--|---|---|
| In the <b>Program Guide</b> , some channels have a red background.   | Red means that you have not bought the program. You <i>must</i> buy a channel before you can tune the receiver to it.   | If you want to buy a channel, call the Customer Service Center at 1-800-333-DISH (3474).  |
| You try to display future programs in the <b>Program Guide</b> or <b>Browse Banner</b> , but find you cannot.          | The <b>Program Guide</b> and <b>Browse Banner</b> can display programs scheduled for an extended, but not unlimited time beyond the present.  | Try displaying the <b>Program Guide</b> again later. By that time, it may show programs for the time and date you want.<br>Turn the receiver off for about ten minutes.   |
| You try to display programs that have ended in the <b>Program Guide</b> or <b>Browse Banner</b> , but find you cannot. | The <b>Program Guide</b> and <b>Browse Banner</b> can display <i>only</i> programs that have not yet ended. These features <i>cannot</i> display a time earlier than the present.   | Contact the program providers for details on past programs.   |
| When you are using the <b>Program Guide</b> or <b>Browse Banner</b> , some channels are missing.                       | You may have applied a Favorite List other than the list named <b>All Chan</b> .<br>You may have set up the <b>Program Guide</b> so that when the receiver is locked, the <b>Guide</b> hides adult channels.<br>If your setup includes a multi-dish switch, you may need to do the <b>Check Switch</b> procedure. | You can change the applied Favorite List while using the <b>Program Guide</b> , by pressing the remote control <b>Guide</b> button. You can choose another custom Favorite List, the <b>All Chan</b> list, which includes all of the channels, or the <b>All Sub</b> list, which includes all subscribed channels. Unlock the receiver for the <b>Program Guide</b> to display adult channels.<br>Do the <b>Check Switch</b> procedure (see the installation instructions for details). |

## USING LOCKS

| What Is Happening  | Possible Reason   | What to Do   |
|--|---|--|
| You set a lock ( <i>for example</i> , a lock on programs by ratings), but the lock does not take effect. | You may not have locked the receiver.                                   | You <i>must</i> lock the receiver to apply any lock that you have set.   |
| You forgot the password, so that you are unable to unlock the receiver.                                  | You may not have written down the password, to keep it in a safe place. | Call the Customer Service Center. You <i>must</i> provide the following information: (1) your name; (2) your address; (3) your telephone number; (4) the receiver serial identification number; and (5) your Personal Identification Number (PIN), if you use one. |

### CHANGING CHANNELS

| What Is Happening   | Possible Reason  | What to Do   |
|---|--|--|
| You enter a desired channel number. The channel changes, but the new channel is not exactly the channel you entered. You are scanning up or down through the channels, and the receiver is skipping channels that you know you have bought. | <p>You may have made a mistake entering the channel number, or the channel number you entered may be invalid.</p> <p>If so, the channel displayed is the closest possible to the channel you entered.</p> <p>If you entered the number for a channel that you have not bought, the receiver will change to the channel and allow you to buy the channel or display a message.</p> <p>If a Favorite List other than <b>All Chan</b> is applied, the receiver will skip channels that are not on the applied list.</p> <p>If you have set up the <b>Program Guide</b> to hide adult channels and the receiver is locked, the receiver will skip such channels.</p> | <p>Carefully retry entering the channel number you want.</p> <p>Press the remote control <b>Recall</b> button to return to the previous channel number. Select <b>All Chan</b> as the active Favorite List.</p> <p>Unlock the receiver so that it does not skip adult channels.</p> <p>If you want to buy a channel, call the Customer Service Center.</p> |

### USING FAVORITE LISTS

| What Is Happening  | Possible Reason  | What to Do  |
|--|--|---|
| You press the remote <b>Guide</b> button while the <b>Program Guide</b> is displayed. You find that you can apply <i>only</i> the <b>All Chan</b> list or the <b>All Sub</b> list. | If you have not added channels to any custom Favorite List, you will be able to apply <i>only</i> the <b>All Chan</b> list or the <b>All Sub</b> list. | You <i>must</i> add channels to a custom Favorite List <i>before</i> you can apply it.  |
| You try to change the <b>All Chan</b> list or the <b>All Sub</b> list. The receiver displays an <b>ERROR</b> message.  | The receiver will <i>not</i> allow you to change the <b>All Chan</b> list or the <b>All Sub</b> list.  | Choose another list to change.<br><b>Note:</b> You <i>can</i> change the <b>All Sub</b> list by changing what channels you buy. |
| You try to apply an empty Favorite List. The receiver displays an <b>ERROR</b> message.  | The receiver will not allow you to apply an empty list.  | Choose another list to apply, or add at least one channel to the empty list.  |
| A Favorite List does not show channels that you know you have added to it.   | If you have set up the <b>Program Guide</b> to hide adult channels and the receiver is locked, the Favorite List will not show such channels.          | Unlock the receiver for the list to show adult channels.  |



## BUYING A PAY PER VIEW PROGRAM

| What Is Happening  | Possible Reason   | What to Do   |
|--|---|--|
| Someone orders a pay per view program without your permission.   | You may have been away from the receiver, and someone else used it.                                     | Lock the purchase of pay per view programs. <i>Remember that you are responsible for all pay per view purchases, whether or not you authorize such purchases.</i> If you lock pay per view purchases, then anyone who wants to order a pay per view program <i>must</i> enter the password.  |
| You find that you are not able to order a pay per view program.  | The receiver may not be connected to an active telephone line. The credit limit may have been exceeded. | You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times. Review your pay per view purchases to check the credit limit. |
| You find that you are not able to cancel a pay per view program.   | You ordered a pay per view program, and then decided not to watch it.                                   | You <i>cannot</i> cancel an order for a pay per view program, whether it was just ordered or ordered earlier.  |
| Your setup includes more than one receiver. You order a pay per view program, but it does not appear via all of the receivers. | You ordered a pay per view program, and want it to be available via all the receivers in your setup.    | If you want to watch a pay per view program on TVs connected to up to six receivers, you must <i>order</i> the program for <i>each</i> receiver but you only <i>pay</i> for the program <i>once</i> .  |

## USING THE TELEPHONE FOR VOICE/DATA/FAX

| What Is Happening  | Possible Reason   | What to Do  |
|--|---|---|
| While you are making a telephone call, you hear "clicks."                                      | The receiver may have tried to call the Customer Service Center to send pay per view purchase information. When the receiver found that the telephone was busy, it automatically disconnected.  | You do not have to do anything. You can always use your telephone line, because the receiver automatically hangs up if it finds the line is busy. |
| The receiver cannot connect to DISH Network.   | Maybe the receiver is connected to a DSL (Digital Subscriber Line) phone line.  | Install a DSL filter between the receiver and the telephone wall jack.  |
| You pick up the telephone to make a call, but you do not hear a dial tone.                     | The receiver was calling the Customer Service Center to send pay per view information. When the receiver found that the telephone was busy, it automatically disconnected.  | Hang up, and then pick up the telephone again to get a dial tone.   |
| Your computer or facsimile (FAX) machine tries to send a FAX or modem transmission, but fails. | The receiver was calling the Customer Service Center to send pay per view information. When the receiver found that the telephone was busy, it automatically disconnected. The FAX or modem found that there was no dial tone, and cancelled the transmission.  | Resend the FAX or modem transmission.   |
| Your computer or FAX machine was receiving a FAX or modem transmission, but an error occurred. | The receiver may have tried to call the Customer Service Center to send pay per view purchase information during the FAX or mode call. When the receiver found that the telephone was busy, it automatically disconnected. This generated "clicks" that caused an error in the FAX or modem transmission. | Have the sender resend the FAX or modem transmission.   |

### USING EVENT TIMERS

| What Is Happening  | Possible Reason  | What to Do  |
|--|--|---|
| You try to set up an event timer and the receiver displays a message noting that the program is locked.  | You <i>must</i> enter the password <i>before</i> you can create an event timer for a locked program.   | To be able to set up an event timer for the program, first enter the password.  |
| You try to set up an event timer and the receiver displays a message noting that the program is a pay per view event.  | You <i>must</i> order a pay per view event <i>before</i> you can create an event timer for it.   | To be able to set up an event timer for the event, first order it.  |
| You try to set up an event timer, but the receiver displays an <b>Error</b> message giving you the option to delete an event timer that was set up earlier.                  | You already have set up the maximum number of event timers.  | To be able to set up a new event timer, delete one of the event timers you set up earlier.  |
| You set up an event timer, but the receiver does not tune to the channel of the program, or does not record the program.   | You may have set up a <i>Reminder Event Timer</i> but what you should have set up is an <i>Auto-Tune Event Timer</i> , or a <i>VCR Event Timer</i> .   | Remember that a <i>Reminder Event Timer</i> just reminds you that the program is about to start. An <i>Auto-Tune Event Timer</i> reminds you and tunes the receiver to the channel of the program. A <i>VCR Event Timer</i> reminds you, tunes the receiver, and starts the VCR.  |
| You set up an event timer for a program that is repeated (such as a regularly scheduled program), but the timer does not operate for a showing of the program.               | You may have set up a timer with an incorrect frequency.   | Remember that a <i>Once</i> event timer operates just one time. A <i>Mon.-Fri.</i> event timer operates Monday through Friday on the same channel at the same time. A <i>Daily</i> event timer does the same, Monday through Sunday. A <i>Weekly</i> event timer operates once a week on the same channel at the same time. |
| You set up an event timer, but the timer does not operate at all.  | The program time may have changed so that the event timer overlapped another event timer.<br>The program time may have changed by more than twenty-four hours.   | If the receiver is ON and finds an event timer overlap, it will display the <b>Event Timer Scheduling Conflict</b> menu. You <i>must</i> edit or delete one of the overlapping event timers.<br>No event timer will operate if the program time changes by more than twenty-four hours.                                     |
| You set up a <i>Once</i> event timer, but the timer operates at a time different from what you expect.   | The program time changed.  | A <i>Once</i> event timer always operates at the actual time of the program.  |
| You stop the operation of an event timer for one showing of a program that is repeated (such as a regularly scheduled program), but the timer operates for the next showing. | Stopping the event timer applies <i>only</i> to the current showing of the program.  | To stop all operations of a repeated event timer, you <i>must</i> delete the event timer.<br><b>Note:</b> The receiver deletes a <i>Once</i> event timer when it operates.  |
| You are testing a VCR code to see if the receiver controls a VCR. The VCR does not do the test.  | The VCR may not be turned ON, there may not be a tape inserted, the tape may not be rewound, or the write-protect tab on the tape may have been removed.<br>The code you are testing may not be valid for the VCR. | Make sure the VCR is turned ON, with a blank tape inserted on which you want to record, that the tape is rewound, and that the write-protect tab on the tape is intact.<br>Try another VCR code from the <b>VCR Codes</b> table. The remote control user guide provides this table.   |

## DEVICE CODES

These tables contain the manufacturer codes for programming the remote to control your TV, a VCR, DVD player, cable box, or audio amplifier. Every attempt has been made to include all codes. If your device brand is not listed or if the codes do not work, the remote may not control your device. In some cases codes may operate some but not all buttons shown in this guide.

### TV CODES

| TELEVISION    | CODES   |
|---------------|---|
| A Mark        | 670   |
| Action        | 662   |
| Admiral       | 514, 521, 605, 668, 669, 675  |
| Aiko          | 727   |
| Aiwa          | 751   |
| Akai          | 570, 573, 659, 660,   |
| A-Mark        | 620   |
| Amtron        | 657   |
| Anam National | 509, 541, 620, 651, 657, 661, 663, 698                                    |
| AOC           | 505, 506, 519, 520, 573, 620, 627, 652, 653, 654, 659, 664, 665, 670, 672 |
| Apex          | 743, 744, 745   |
| Archer        | 620   |
| Audiovox      | 620, 657, 662, 672  |
| Bell & Howell | 590, 669, 675   |
| Broksonic     | 752, 659, 661, 748  |
| Capehart      | 519, 627  |
| Citizen       | 506, 516, 523, 524, 525, 526, 590, 652, 654, 657, 658, 680, 727           |
| Classic       | 659   |
| Colortyme     | 573, 627, 652, 654, 660, 667, 668, 671, 674, 679, 681                     |
| Contec/Cony   | 541, 655, 657, 661, 662, 726  |
| Craig         | 536, 541, 657, 661, 662, 666, 667, 694                                    |
| Crown         | 526, 536, 657, 666, 670   |

| TELEVISION    | CODES   |
|---------------|---|
| Curtis Mathes | 506, 516, 526, 573, 590, 641, 645, 650, 652, 654, 658, 659, 660, 664, 665, 667, 668, 670, 674, 680, 703, 708  |
| Daewoo        | 505, 524, 526, 529, 530, 531, 573, 652, 653, 654, 658, 659, 663, 664, 665, 670, 672, 674, 684, 698, 719, 727  |
| Daytron       | 526, 627, 652, 654, 658, 665, 670, 672  |
| Dimensia      | 645, 650  |
| Dixi          | 566, 620  |
| Dumont        | 501, 627, 652   |
| EchoStar      | 722   |
| Electrohome   | 526, 573, 651, 652, 654, 656, 659, 660, 665, 670, 709, 728  |
| Emerson       | 526, 534, 535, 536, 537, 538, 539, 541, 573, 590, 627, 636, 642, 648, 652, 654, 655, 657, 658, 659, 660, 661, 662, 665, 666, 667, 669, 670, 677, 679, 682, 692, 696, 699, 720 |
| Envision      | 506, 573, 652, 654, 660, 664  |
| Fisher        | 542, 590, 683   |
| Fujitsu       | 534, 682, 694   |
| Funai         | 534, 541, 657, 661, 662, 677, 682, 694  |
| GE            | 508, 509, 543, 544, 630, 645, 646, 650, 651, 652, 654, 659, 661, 663, 665, 667, 668, 670, 673, 676, 681, 690, 691, 698, 701, 715, 716, 725, 728, 742                          |
| Goldstar      | 505, 523, 526, 545, 546, 566, 573, 652, 653, 654, 655, 656, 658, 659, 660, 664, 665, 670, 671, 678, 693, 730, 747   |

| TELEVISION     | CODES   |
|----------------|---|
| Gradiente      | 660, 671  |
| Granada        | 627, 670, 671   |
| Grundig        | 670, 673  |
| Hallmark       | 627, 652, 654, 659  |
| Harmon/Kardon  | 561, 659  |
| Hinari         | 534   |
| Hitachi        | 523, 526, 548, 549, 553, 554, 555, 585, 597, 626, 636, 638, 643, 648, 652, 654, 655, 665, 668, 669, 670, 672, 673, 702, 718, 726                          |
| Infinity       | 566, 671  |
| JBL            | 566, 671  |
| JC Penney      | 505, 506, 516, 525, 526, 543, 546, 631, 645, 646, 650, 652, 653, 654, 658, 659, 664, 667, 668, 670, 673, 676, 678, 680, 690, 691, 701, 725, 726, 728, 730 |
| Jensen         | 556, 573, 652, 654, 660   |
| JVC            | 508, 557, 559, 642, 649, 655, 667, 673, 676, 726, 735, 736, 737   |
| Kawasho        | 548, 561, 573, 652, 654, 664  |
| Kenwood        | 506, 573, 652, 654, 656, 659, 660, 664, 679, 681  |
| Kloss Novabeam | 657, 663, 698, 723, 724   |
| Konka          | 753   |
| KTV            | 526, 539, 541, 573, 657, 658, 661, 662, 664, 665, 670, 696  |
| Lloyds         | 627, 679  |
| Loewe          | 566   |
| Logik          | 675   |
| Luxman         | 523, 652, 654   |

## Chapter 5

### Reference

| TELEVISION      | CODES   |
|-----------------|---|
| LXI             | 563, 566, 590, 595, 667, 631, 635, 645, 646, 650, 654, 659, 668, 678, 683, 691, 701, 725                                    |
| Magnasonic      | 573, 659, 660, 669, 672, 677  |
| Magnavox        | 506, 520, 525, 536, 566, 567, 568, 573, 610, 652, 654, 656, 659, 660, 664, 665, 666, 669, 671, 673, 674, 677, 723, 724, 729 |
| Majestic        | 675   |
| Marantz         | 506, 566, 573, 652, 654, 660, 664, 665, 671, 678, 681   |
| Megatron        | 627, 654  |
| Memorex         | 590, 627, 653, 654, 659, 675, 678, 720  |
| MGA             | 504, 505, 506, 542, 571, 573, 627, 652, 653, 654, 656, 660, 728   |
| Mitsubishi      | 504, 505, 542, 570, 571, 572, 573, 597, 623, 627, 652, 653, 654, 656, 659, 660, 664, 665, 670, 671, 705, 728                |
| Montgomery Ward | 675   |
| Motorola        | 521, 605, 651   |
| MTC             | 505, 506, 516, 523, 573, 627, 652, 653, 654, 659, 664, 667, 672, 680  |
| Multitech       | 657   |
| NAD             | 502, 617, 627, 631, 635, 637, 654   |
| National        | 509   |
| NEC             | 505, 506, 507, 517, 523, 573, 627, 651, 652, 653, 654, 660, 664, 665, 679, 681, 731, 732                                    |
| Nikkai          | 612   |
| Nikko           | 654, 672, 727   |
| Onwa            | 541, 657, 661   |
| Optimus         | 637   |
| Optonica        | 521, 605, 607   |
| Orion           | 694   |

| TELEVISION            | CODES  |
|-----------------------|--|
| Osaki                 | 612  |
| Panasonic             | 508, 509, 510, 512, 566, 644, 651, 662, 663, 668, 672, 673, 676, 685, 689, 698, 700, 716, 234, 247   |
| Philco                | 505, 506, 525, 536, 568, 573, 610, 651, 652, 653, 654, 655, 656, 659, 660, 664, 665, 666, 669, 671, 672, 674, 677, 723, 724, 729   |
| Philips               | 525, 566, 651, 652, 655, 656, 671, 690, 723, 724, 729  |
| Pioneer               | 502, 548, 576, 636, 637, 648, 652, 654, 663, 665, 681, 708   |
| Portland              | 505, 526, 573, 652, 654, 658, 659, 664, 665, 670, 727  |
| Price Club            | 680  |
| Prism                 | 676  |
| Proscan               | 645, 646, 650, 668, 691, 725, 742  |
| Proton                | 513, 519, 526, 536, 585, 627, 652, 654, 655, 659, 660, 665, 666, 668, 670, 678   |
| Quasar                | 508, 509, 651, 663, 673, 676, 698, 700, 747  |
| Radio Shack           | 526, 541, 607, 612, 645, 661, 662, 663, 668, 670, 698  |
| Radio Shack/Realistic | 590, 607, 650, 652, 654, 655, 657, 658, 683, 730   |
| RCA                   | 503, 505, 548, 586, 630, 633, 634, 636, 641, 645, 646, 648, 650, 651, 652, 653, 654, 656, 661, 663, 665, 667, 668, 670, 681, 691, 698, 701, 708, 715, 716, 725, 742, 749 |
| Realistic             | 590, 645   |
| Runco                 | 501  |
| Sampo                 | 506, 519, 652, 654, 658, 663, 664, 665, 698, 730, 746  |

| TELEVISION | CODES   |
|------------|---|
| Samsung    | 505, 506, 516, 523, 526, 566, 573, 612, 627, 647, 652, 653, 654, 655, 656, 658, 659, 664, 665, 667, 669, 670, 679, 680, 704, 717, 730, 738      |
| Sansui     | 754   |
| Sanyo      | 542, 590, 652, 683  |
| SBR        | 566   |
| Schneider  | 566   |
| Scott      | 526, 534, 537, 541, 600, 652, 654, 655, 657, 661, 662, 665, 670, 677, 682, 696, 701   |
| Sears      | 523, 534, 542, 563, 590, 595, 601, 604, 617, 627, 631, 635, 645, 646, 650, 652, 654, 656, 659, 661, 668, 670, 682, 683, 688, 691, 703, 725, 726 |
| Sharp      | 521, 526, 585, 605, 607, 628, 629, 652, 654, 655, 658, 669, 670, 674, 679, 739, 740, 741  |
| Signature  | 675   |
| Solavox    | 612   |
| Sony       | 500, 578, 640, 670, 690   |
| Soundesign | 525, 536, 541, 627, 652, 654, 657, 659, 661, 665, 666, 682  |
| Starlite   | 657   |
| Supra      | 523   |
| Sylvania   | 506, 525, 536, 566, 568, 569, 573, 600, 610, 652, 654, 656, 659, 660, 664, 665, 666, 671, 672, 674, 677, 723, 724, 729, 733                     |
| Symphonic  | 632, 657, 662, 677, 692, 694  |
| Tandy      | 521, 605  |
| Tatung     | 509, 651, 663, 698  |
| Technics   | 508, 673, 676   |
| Techwood   | 523, 573, 652, 654, 660, 676  |

| TELEVISION           | CODES   |
|----------------------|---|
| Teknika              | 504, 505, 512, 516, 523, 524, 525, 526, 534, 536, 541, 573, 644, 652, 653, 654, 655, 657, 658, 661, 662, 664, 665, 666, 670, 672, 675, 680, 681, 682, 685, 726, 727 |
| Telefunken           | 679   |
| Toshiba              | 516, 590, 617, 631, 635, 667, 678, 680, 683, 688, 750   |
| Totevision           | 526, 658, 668   |
| Ultra                | 672   |
| Universal            | 543, 690  |
| Vector, Research     | 506   |
| Video Concepts       | 570, 661  |
| Wards                | 536, 573, 607, 645, 650, 652, 653, 654, 656, 659, 664, 665, 666, 667, 668, 669, 674, 675, 677, 678, 682, 690, 715, 723, 724, 729                                    |
| White, Westing-house | 659, 664, 670, 672, 674   |
| Yamaha               | 505, 506, 573, 652, 653, 654, 656, 664, 666, 672, 679   |
| Zenith               | 501, 520, 639, 652, 672, 675, 693, 747  |

## TV/VCR COMBO CODES

| TV/VCR    | TV Codes | VCR Codes |
|-----------|----------|-----------|
| Broksonic | 748      | 748       |
| Goldstar  | 747      | 747       |
| Panasonic | 747      | 747       |
| Quasar    | 747      | 747       |
| Zenith    | 747      | 747       |

## TV/DVD COMBO CODES

| TV/DVD    | TV Codes | DVD Codes |
|-----------|----------|-----------|
| Aiwa      | 751      | 751       |
| Broksonic | 752      | 752       |
| Konka     | 753      | 753       |

| TV/DVD    | TV Codes | DVD Codes |
|-----------|----------|-----------|
| Panasonic | 734      | 734       |
| RCA       | 749      | 749       |
| Sansui    | 754      | 754       |
| Toshiba   | 750      | 750       |

## VCR CODES

| VCR           | CODES  |
|---------------|--|
| Aiwa          | 588, 622, 623  |
| Akai          | 513, 514, 515, 516, 517, 518, 520, 568, 682                                    |
| Alba          | 546  |
| Amstrad       | 588  |
| ASA           | 556  |
| Audiovox      | 676  |
| Bell & Howell | 581  |
| Broksonic     | 559, 748   |
| Bush          | 589  |
| Calix         | 676  |
| Canon         | 554, 678, 679  |
| Capehart      | 546  |
| CCE           | 681  |
| Citizen       | 534, 591, 592, 594, 675, 676, 677, 684   |
| Colortyme     | 592,   |
| Craig         | 591, 658, 675, 676, 681, 685, 687, 688   |
| Curtis Mathes | 554, 592, 594, 605, 607, 675, 677, 678, 679, 683, 684                          |
| Daewoo        | 506, 534, 546, 547, 559, 588, 684  |
| Daytron       | 546  |
| Denon         | 686  |
| Dimensia      | 607  |
| Dumont        | 549  |
| Electrohome   | 512, 676, 687  |
| Emerson       | 505, 506, 508, 509, 511, 512, 534, 559, 568, 588, 590, 618, 676, 678, 684, 687 |

| VCR           | CODES   |
|---------------|---|
| Finlandia     | 549   |
| Finlux        | 549, 556, 588   |
| Fisher        | 548, 549, 581, 584, 588, 608, 610, 684, 688   |
| Fuji          | 678   |
| Funai         | 588   |
| Garrard       | 588   |
| GE            | 550, 551, 552, 554, 572, 591, 605, 607, 675, 678, 679                               |
| Go Video      | 557, 558, 620, 685  |
| Goldstar      | 592, 594, 676, 687, 747   |
| Goodmans      | 585, 589  |
| Gradiente     | 588, 687  |
| Granada       | 549, 581  |
| Grundig       | 556   |
| Harmon/Kardon | 568, 592  |
| Harwood       | 681   |
| Hinari        | 589   |
| Hitachi       | 536, 538, 539, 540, 588, 595, 597, 680, 682, 686                                    |
| ITT           | 518   |
| JC Penney     | 554, 581, 591, 592, 594, 595, 600, 674, 675, 676, 678, 679, 680, 681, 685, 686, 687 |
| Jensen        | 595, 680, 682   |
| JVC           | 561, 562, 563, 581, 592, 594, 600, 674, 682, 686                                    |
| Kenwood       | 562, 581, 592, 594, 600, 674, 677, 682, 683   |
| KLH           | 681   |
| Kodak         | 676, 678  |
| Lloyds        | 683, 688  |
| Logik         | 589, 681, 685   |
| Luxor         | 518   |
| LXI           | 676   |
| Magnasonic    | 685, 687  |
| Magnavox      | 527, 533, 554, 556, 678, 679, 684, 685  |

## Chapter 5

### Reference

| VCR             | CODES   |
|-----------------|---|
| Marantz         | 554, 556, 581, 585, 592, 594, 600, 602, 674, 677, 678, 683                |
| Matsushita      | 678   |
| Memorex         | 507, 533, 549, 554, 566, 581, 585, 588, 608, 675, 676, 678, 686, 687, 688 |
| MGA             | 512, 567, 568   |
| Minolta         | 595, 680, 686   |
| Mitsubishi      | 512, 562, 567, 568, 570, 571, 595, 680, 687                               |
| Motorola        | 678   |
| MTC             | 544, 588, 675, 685  |
| Multitech       | 579, 588, 675, 677, 681   |
| NAD             | 573   |
| NEC             | 562, 581, 592, 594, 600, 602, 674, 677, 682, 683                          |
| Nikko           | 676   |
| Noblex          | 675   |
| Olympus         | 678   |
| Optimus         | 676, 687  |
| Optonica        | 585   |
| Orion           | 506, 684, 687   |
| Panasonic       | 523, 554, 598, 614, 628, 633, 678, 679, 684, 685, 688, 747                |
| Pentax          | 592, 595, 677, 680, 683, 686  |
| Pentex Research | 594   |
| Perdio          | 588   |
| Philco          | 554, 678, 679, 686  |
| Philips         | 554, 556, 585, 678, 684   |
| Pioneer         | 562, 573, 574, 575, 576, 600, 674, 680,                                   |
| Portland        | 546, 677  |
| Proscan         | 605, 607,   |
| Proton          | 685   |
| Quasar          | 554, 678, 679, 747,   |
| Radio Shack     | 512, 607, 608, 610, 687   |

| VCR                   | CODES   |
|-----------------------|---|
| Radio Shack/Realistic | 581, 584, 588, 608, 675, 676, 678, 679                                    |
| Radix                 | 676   |
| RCA                   | 518, 525, 527, 528, 591, 595, 605, 607, 615, 631, 649, 675, 678, 680, 686 |
| Realistic             | 534, 549, 554, 581, 584, 585, 588, 608, 675, 678, 679, 687, 688           |
| Ricoh                 | 502   |
| Runco                 | 533   |
| Saisho                | 506   |
| Salora                | 567, 581  |
| Samsung               | 515, 517, 534, 579, 591, 675  |
| Sansui                | 544, 562, 600, 674, 682, 685  |
| Sanyo                 | 549, 581, 582, 583, 608, 675, 688   |
| SBR                   | 556   |
| Schneider             | 589   |
| Scott                 | 508, 534, 559, 590, 684, 687  |
| Sears                 | 548, 549, 581, 584, 595, 608, 610, 676, 678, 680, 683, 684, 686, 687, 688 |
| Sentra                | 546   |
| Sharp                 | 512, 585, 607, 625  |
| Shintom               | 589, 595, 681, 685  |
| Singer                | 678, 681, 685   |
| Sony                  | 500, 501, 502, 504  |
| STS                   | 678   |
| Sylvania              | 554, 556, 567, 588, 678, 679  |
| Symphonic             | 588, 594, 683, 688  |
| Tandy                 | 581, 588  |
| Tashiko               | 588, 676  |
| Tatung                | 594, 682,   |
| Teac                  | 588, 594, 682   |
| Technics              | 554, 633, 678,  |
| Teknika               | 554, 588, 676, 678, 687   |

| VCR             | CODES  |
|-----------------|--|
| Toshiba         | 534, 535, 567, 584, 590, 680, 684, 688                     |
| Totevision      | 591, 675, 676, 687   |
| Unitech         | 675,   |
| Vector Research | 534, 592, 600, 674, 677, 683                               |
| Video Concepts  | 534, 568, 592, 600, 674, 677, 683,                         |
| Wards           | 534, 588, 595, 608, 675, 676, 678, 680, 681, 684, 687, 688 |
| XR-1000         | 588, 678, 681  |
| Yamaha          | 581, 592, 594, 600, 674, 682, 683                          |
| Zenith          | 500, 501, 533, 747   |

### DVD PLAYER CODES

| DVD Players | Codes                        |
|-------------|------------------------------|
| Aiwa        | 634, 694, 751                |
| Alpine      | 653                          |
| Apex        | 654, 655, 743, 744           |
| Broksonic   | 656, 752                     |
| Clarion,    | 696                          |
| Classic     | 695                          |
| Daewoo      | 657                          |
| Denon       | 697, 698, 699, 700           |
| Emerson     | 658, 701                     |
| Fisher      | 659                          |
| Funai       | 658                          |
| GE          | 702, 703                     |
| Go Video    | 692, 693                     |
| GPX         | 704                          |
| Hitachi     | 632, 635, 660, 705, 706, 707 |
| JVC         | 636, 689, 708, 711           |
| Konka       | 637, 638, 753                |
| Koss        | 745                          |
| Magnavox    | 626, 661                     |
| Memorex     | 709                          |

| DVD Players | Codes                                  |
|-------------|--|
| Mintek      | 710                                    |
| Mitsubishi  | 629                                    |
| NAD         | 701                                    |
| Norcent     | 762                                    |
| Onkyo       | 713                                    |
| Oritron     | 723                                    |
| Panasonic   | 639, 662, 663, 714, 715, 716, 717, 734 |
| Philips     | 640, 641                               |
| Pioneer     | 665, 718, 719                          |
| Proscan     | 720                                    |
| Qwestar     | 721, 723                               |
| RCA         | 627, 650, 666, 690, 742, 749           |
| Sampo       | 724                                    |
| Samsung     | 651, 652, 667, 668, 691, 740, 741      |
| Sansui      | 725, 754                               |
| Sanyo       | 643, 726                               |
| Sharp       | 669, 727, 746                          |
| Sherwood    | 728                                    |
| Sony        | 617, 644, 645, 670, 671, 729, 730, 731 |
| Sylvania    | 658                                    |
| Teac        | 732                                    |
| Technics    | 733                                    |
| Techwood    | 664                                    |
| Toshiba     | 616, 646, 647, 672, 735, 736, 750,     |
| Yamaha      | 737, 738, 739                          |
| Zenith      | 648, 673                               |

## DVD/VCR COMBO

| DVD/VCR  | Codes   |
|----------|---------|
| Go Video | 692,693 |
| JVC      | 689     |
| RCA      | 690     |
| Samsung  | 667,691 |

## TUNER/AMPLIFIER CODES

| Tuner/Amplifier | Codes                                       |
|-----------------|---|
| Aiwa            | 636, 641, 656, 687, 718, 720, 724, 775, 726 |
| Carver          | 653   |
| Citizen         | 709   |
| Curtis Mathes   | 734   |
| Denon           | 647, 674                                    |
| Fisher          | 653, 741                                    |
| GE              | 711   |
| Goldstar        | 677, 690                                    |
| Harmon/Kardon   | 640, 672, 751                               |
| Hitachi         | 717, 754                                    |
| JBL             | 640   |
| JVC             | 637, 683, 703, 725                          |
| Kenwood         | 649, 676, 691, 726, 728, 745                |
| Luxman          | 752   |
| Magnavox        | 654, 705, 740                               |
| Marantz         | 651, 740, 742, 743                          |
| NAD             | 739   |
| Nakamichi       | 671, 748, 750                               |
| NEC             | 716, 739                                    |
| Onkyo           | 642, 660, 662, 678                          |
| Optimus         | 648, 664, 734, 744, 749                     |
| Panasonic       | 643, 644, 652, 742, 746                     |
| Pioneer         | 658, 667, 668, 679, 702, 734                |
| Proton          | 654, 705                                    |
| Quasar          | 652, 742, 746                               |
| Radio Shack     | 744   |
| RCA             | 635, 638, 704, 727                          |
| Sansui          | 753   |
| Sanyo           | 741   |
| Sharp           | 712, 713, 714, 715, 749                     |
| Sherwood        | 646, 670, 736, 738, 744                     |
| Sony            | 639, 645, 650, 687, 728, 729, 730           |

| Tuner/Amplifier | Codes                             |
|-----------------|-----------------------------------|
| Teac            | 684, 737                          |
| Technics        | 643, 644, 652, 742, 746           |
| Toshiba         | 710                               |
| Yamaha          | 663, 730, 731, 732, 733, 745, 747 |





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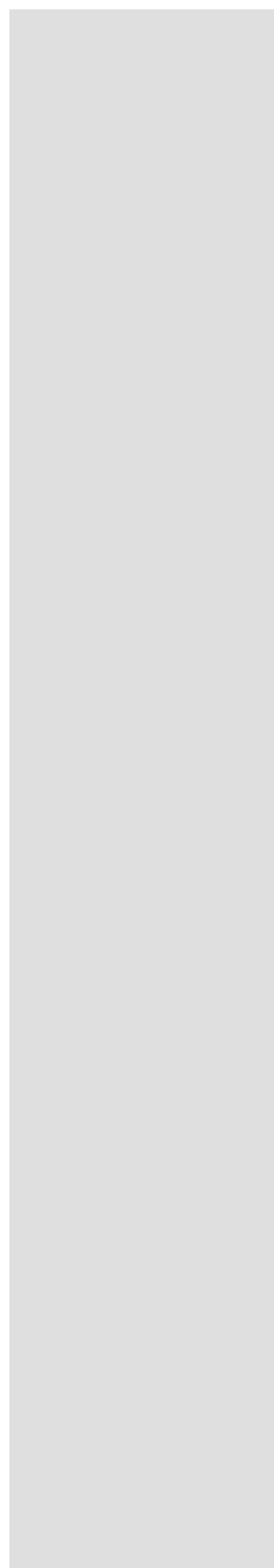
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**Notes**





Write the following information in the spaces provided below. You may need to provide this information if you call the Service Center. To get the Conditional Access Numbers, display the **Important System Information** menu.

|                                       |  |
|---------------------------------------|--|
| Purchase Location Name:               |  |
| Purchase Location Telephone Number:   |  |
| Receiver Serial Number:               |  |
| Receiver Conditional Access Number    |  |
| Smart Card Conditional Access Number: |  |

| Codes Programmed into Remote Control |  |
|--------------------------------------|--|
| Remote Address (SAT Mode)            |  |
| Television Code (TV Mode)            |  |
| VCR Code (VCR Mode)                  |  |
| Auxiliary Code (AUX Mode)            |  |

# Appendix

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## LIMITED WARRANTY

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This **Limited Warranty** is a legal document. Keep it in a safe place. Remember to retain your Bill of Sale for warranty service! Any items returned without a copy of the Proof of Purchase will be considered out of warranty.

## WHAT THE WARRANTY COVERS

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This warranty extends *only* to the original user of the equipment and is limited to the purchase price of each part. EchoStar Technologies Corporation and its affiliated companies (“EchoStar”) warrant this system against defects in materials or workmanship as follows:

- **LABOR:** For a period of one (1) year from the original date of purchase, if EchoStar determines that the equipment is defective subject to the limitations of this warranty, it will be replaced at no charge for labor. EchoStar warrants any such work done against defects in materials or workmanship for the remaining portion of the original warranty period.
- **Parts:** For a period of one (1) year from the original date of purchase, EchoStar will supply, at no charge, new or re-manufactured parts in exchange for parts determined to be defective subject to the limitations of this warranty. EchoStar warrants any such replacement parts against defects in materials or workmanship for the remaining part of the original warranty period.  
**Note:** “Parts” means items included in this package, which may include the satellite dish assembly, receiver, LNBF, remote control, or dish mounting hardware. It does *not* include other parts purchased separately.

## WHAT THE WARRANTY DOES NOT COVER

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- This warranty *does not cover* installation of the system. If applicable, such installation will be warranted under a separate installation agreement.
- This warranty *does not cover* consumer instruction, physical setup or adjustment of any consumer electronic devices, remote control batteries, signal reception problems, loss of use of the system, or unused programming charges due to system malfunction.
- This warranty *does not cover* cosmetic damage, damage due to lightning, electrical or telephone line surges, fire, flood, or other acts of Nature, accident, misuse, abuse, repair or alteration by other than authorized factory service, use of accessories not recommended by the receiver manufacturer, negligence, commercial or institutional use, or improper or neglected maintenance.
- This warranty *does not cover* equipment sold AS IS or WITH ALL FAULTS, **shipping and handling**, removal or reinstallation, shipping damage if the equipment was not packed and shipped in the manner prescribed, nor equipment purchased, serviced, or operated outside the continental United States of America.

### LEGAL LIMITATIONS

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. ECHOSTAR SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS SYSTEM, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF, OR INABILITY TO USE, THIS SYSTEM. UNDER NO CIRCUMSTANCES SHALL ECHOSTAR'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS SYSTEM. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. ECHOSTAR RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF ECHOSTAR DETERMINES ANY OF THE ABOVE EXCEPTIONS TO HAVE CAUSED THIS SYSTEM NOT TO HAVE PERFORMED PROPERLY. THIS WARRANTY SHALL BE VOID IF ANY FACTORY-APPLIED IDENTIFICATION MARK, INCLUDING BUT NOT LIMITED TO SERIAL OR CONDITIONAL ACCESS NUMBERS, HAS BEEN ALTERED OR REMOVED. THIS WARRANTY SHALL ALSO BE VOID IF THE RECEIVER HAS BEEN OPENED BY AN UNAUTHORIZED PERSON.

### IF YOU NEED ASSISTANCE

1. Call the Customer Service Center at 1-800-333-3474. Have the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number ready. Display the **Important System Information** menu to find these numbers.
2. A Customer Service Representative will assist you.
3. If the Representative determines you should return any equipment, you will be directed to call a Return Authorization representative. *Before shipping* any equipment, you *must* talk to a Return Authorization representative and *must* obtain a Return Authorization (RA) number.
4. You will be given the appropriate address for which to return your equipment. Whether under warranty or not, you will be responsible for the cost of shipping back the defective equipment. For faster service, see the *Advance Exchange Program* below.
5. Returned equipment must be packaged properly, using either the original shipping materials or the packaging in which the replacement equipment is shipped. Include a copy of the Bill of Sale. *Any items returned without a copy of the Proof of Purchase will be considered out of warranty.* Follow the instructions given to you by the Customer Service Representative.
6. Write the RA number in large, clearly visible characters on the outside of the shipping box that you use to return the equipment. *To avoid confusion and misunderstandings, shipments without an RA number clearly visible on the outside of the box will be returned to you at your expense.*
7. If you return the receiver, you *must* return the Smart Card with the receiver. If you do not return the Smart Card with the receiver, a fee will be assessed against your account.

### ADVANCE EXCHANGE PROGRAM

The Advance Exchange Program allows you to have replacement equipment shipped immediately to you (depending upon where you live, it could take three to five business days). Along with replacement equipment, you will receive a prepaid shipping label and instructions on how to return the defective equipment.

The shipping charge, for receiving replacement equipment and returning the defective equipment, is a one-time fee based on EchoStar's competitive bulk shipping rates (additional charges may apply outside of the continental US). This fee will be charged to your billing account or your valid credit card.

If you do not ship the defective equipment to EchoStar within ten days after receiving the replacement, your billing account or credit card will be charged the market price of the replacement. If you return the defective equipment *after* ten days, you will receive a full refund less an administrative fee.

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, billing account or credit card will be charged the market price of the replacement.

### **POST RECEIPT EXCHANGE PROGRAM**

You may choose to ship the equipment to us at your cost. To provide faster service, upon receipt of your equipment you will be shipped a replacement. Your original equipment will not be available for return.

The equipment you return will be checked to verify whether it is covered under this warranty. If the defective equipment is covered under this warranty, it will be replaced and shipped back to you at no additional cost (additional charges may apply outside of the continental US).

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, your billing account or credit card will be charged the market price of the replacement.

### **ACCESSORY WARRANTY**

An accessory is any DISH Network branded equipment, displaying the DISH Network logo, excluding the receiver, cables and hookups, and non-mechanical components. A one-year warranty becomes effective upon the activation of the DISH system or date of purchase, if bought separately. A proof of purchase is required to verify the purchase date. If an accessory has an expired warranty, no exchange will be issued. You may purchase replacement accessories from DISH Network or your local retailer.

## **RESIDENTIAL CUSTOMER AGREEMENT**

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Thank you for choosing DISH Network for your television service provider. DISH Network is happy to answer any questions you may have and to provide you with technical and other customer support. You may contact us 24 hours a day, any day of the year, by any of the following means:

**Phone:** 1 (800) 333-DISH (3474)  
**Email:** Feedback@customermail.dishnetwork.com  
**Mail:** DISH NETWORK CUSTOMER SERVICE CENTER  
P.O. BOX 9033  
LITTLETON, CO 80160  
**Website:** dishnetwork.com

To view this Residential Customer Agreement (the "Agreement") in Spanish, please visit our website at [www.dishnetwork.com](http://www.dishnetwork.com) or call us at 1 (800) 333-DISH and we will send you a copy. Para ver este Acuerdo en español por favor visite [www.dishnetwork.com](http://www.dishnetwork.com) o llame al 1(800)333-DISH y le enviaremos una copia. "DISH Network" is a trademark of EchoStar Satellite L.L.C. For purposes of this Agreement and any promotion agreement only, "DISH Network", "we" or "us" shall mean EchoStar Satellite L.L.C. or, where applicable under the particular circumstances, third party billing agents, and "you" or "your" refer to you, the DISH Network subscriber.

THIS RESIDENTIAL CUSTOMER AGREEMENT ("AGREEMENT") DESCRIBES THE TERMS AND CONDITIONS UNDER WHICH DISH NETWORK WILL PROVIDE ITS SERVICES TO YOU. THIS AGREEMENT IS EFFECTIVE UNTIL CHANGED OR REPLACED. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, OR ANY SUBSEQUENT CHANGES TO THESE TERMS AND CONDITIONS, PLEASE NOTIFY US IMMEDIATELY AND WE WILL CANCEL YOUR SERVICE. IF YOU ARE A NEW DISH NETWORK CUSTOMER, YOUR ACTIVATION OF A DISH NETWORK ACCOUNT AND RECEIPT OF DISH NETWORK SERVICES SHALL CONSTITUTE YOUR ACCEPTANCE OF THIS AGREEMENT AND ITS TERMS AND CONDITIONS WILL BE LEGALLY BINDING UPON YOU. IF YOU ARE AN EXISTING DISH NETWORK CUSTOMER, WE WILL NOTIFY YOU OF ANY MODIFICATIONS TO THE TERMS AND CONDITIONS OF THIS AGREEMENT AND YOUR CONTINUED RECEIPT OF DISH NETWORK SERVICES FOLLOWING RECEIPT OF SUCH NOTICE AND PUBLICATION BY DISH NETWORK ON ITS WEB SITE OF SUCH MODIFICATIONS, SHALL CONSTITUTE YOUR ACCEPTANCE OF SUCH MODIFIED TERMS AND CONDITIONS, AND, ACCORDINGLY, THEY WILL BE LEGALLY BINDING ON YOU. IF YOU WOULD LIKE TO RECEIVE A WRITTEN COPY OF THIS AGREEMENT AT ANY TIME, PLEASE CONTACT US AT THE E-MAIL ADDRESS, PHONE NUMBER OR MAILING ADDRESS LISTED ABOVE.



### 1. THE DISH NETWORK SERVICE

A. **Services Defined.** DISH Network offers a wide variety of video, audio and interactive programming and other services and we are constantly striving to add new services to our lineup. For purposes of this Agreement, the term “Services” shall mean any programming or other services that are currently available from DISH Network (whether subscription based or pay-per-view based) or that we may provide to consumers either now or in the future.

B. **Programming Changes.** Except as otherwise set forth in this Agreement or the specific agreement applicable to your promotion, if any, you may change your programming selection at any time by notifying us. A fee may apply to such changes (“Change of Service Fee”). In addition (and without limitation), you may be charged a fee (“Service Access Fee”) if you fail to subscribe to one of the following DISH Network basic programming packages: America’s Top 60, America’s Top 120, America’s Top 180, Great Wall TV Package, DISH Latino, DISH Latino Dos or DISH Latino Max, or any of their successor packages. Some Services are only available if you purchase and maintain a minimum level of programming.

C. **Programming Availability.** Certain Services transmitted by us, including but not limited to some subscription Services, sporting events and broadcast network Services, may be blacked out in your area of reception. If you circumvent or attempt to circumvent any of these blackouts, you may be subject to legal action. You must be at least 18 years of age, or the applicable age of majority where you reside, in order to receive adult-oriented programming services. It is your responsibility to impose any viewing restrictions on other family members or guests, as you deem appropriate. We are not responsible to you or anyone else based on the content of programming.

D. **Ordering Pay Per View.** You may order DISH Network pay-per-view Services by using your on-screen Program Guide and remote control unit to select the movies and other events we offer. To receive the full functionality of DISH Network pay-per-view Services, your DISH Network digital direct broadcast satellite (“DBS”) receiver must be connected to a land-based telephone line. You may also order DISH Network special events and pay-per-view Services over the telephone by calling our Customer Service Center or by using our automated system through the following toll free number: 1-877-DISH-PPV (3474-778). A fee will apply for use of this automated system (“Pay-Per-View Automated Fee”) or the Customer Service Center (“Pay-Per-View Live Operator Fee”).

E. **Private Viewing.** DISH Network provides Services to you for your private home viewing, use and enjoyment. You agree that no Services provided to you will be viewed in areas open to the public or in commercial establishments. Services may not be rebroadcast, nor performed, nor may admission be charged for listening to or viewing any Services. If we later determine that you utilized your DISH Network Equipment (including without limitation any DISH Network receivers) (or sold, leased or otherwise gave possession of such equipment to a third party who you knew or reasonably should have known intended to use it) to permit the viewing of Services in a commercial establishment or any other area open to the public, we may disconnect your Services and in addition to all other applicable fees, you agree to pay us the difference between the price actually paid for Services and the full commercial rate for such Services, regardless of whether we have or had the commercial rights to distribute such Services in a commercial establishment. The payment of that amount and/or the disconnection of Services shall not prejudice our ability to exercise any other rights or remedies we may have under contract (including without limitation this Agreement), at law, in equity, or otherwise.

F. **Additional Receivers.** We may allow you to place additional receivers on your account in our sole discretion. Each additional receiver will be authorized to receive the same Services as your initial receiver. This option is only available if your initial DISH Network receiver and all additional receiver(s) are located at the same residence and are continuously connected to your same land-based telephone line. Unless otherwise specified in the agreement applicable to your specific promotion, if any, DISH Network will charge you an additional outlet programming access fee (“Additional Outlet Programming Access Fee”) for each additional receiver or tuner added to your account, including without limitation those model receivers which support independent viewing of programming on multiple televisions. If you desire to receive Services at two different locations, you must open a separate account for each location. You agree that you will not directly or indirectly use a single account for the purpose of authorizing Services for multiple DISH Network receivers that are not all located in the same residence and connected to your same land-based telephone line. If we later determine that you did, we may disconnect your Services and, in addition to all other applicable fees,

## ***Residential Customer Agreement***

you agree to pay us the difference between the amounts actually received by us and the full retail price for the Services authorized for each DISH Network receiver on your account, whether owned by you or not. The payment of that amount and/or the disconnection of Services shall be in addition to any other rights or remedies we may have under contract (including without limitation this Agreement), at law, in equity, or otherwise.

**G. Changes in Services Offered.** We reserve the right to add to, delete from, rearrange or change any programming, programming packages or other Services that we offer, and our prices or fees related to such programming, programming packages or Services at any time. If a change affects you, we will provide you notice of such change and its effective date. The notice may be provided on your billing statement, as a bill insert, broadcast on a television channel, or by any other means. In the event that we delete or change any programming, programming packages or other Services, you understand and agree that we have no obligation to replace or supplement any programming, programming packages or other Services previously offered that have been deleted, rearranged or otherwise changed. You further understand and agree that you will not be entitled to any refund because of a change in the contents of any programming, programming packages, or other Services previously offered.

**H. Multi-Month Subscriptions.** For multi-month subscriptions, you may downgrade your Services only at your time of renewal. You may not downgrade your Services during the term of a multi-month subscription.

## **2. BILLING POLICIES AND PAYMENTS FOR SERVICES**

**A.** You agree to pay all amounts billed for Services and to pay all taxes, fees and other charges, if any, which are now or may in the future be assessed in connection with any Services you receive from us. Unless you prepay for a multi-month subscription to Services, we will bill you each month, in advance, for most Services and in arrears for other Services such as pay-per-view ordered by you or anyone who uses your DISH Network Equipment, whether with or without your permission, until you cancel your Services. Bills you receive will show the total amount due, the payment due date, payments, credits, purchases and certain other charges to your account.

**B.** You agree to pay us in full monthly by the payment due date indicated on your bill for your Services and for any other charges due and owing to us, including without limitation any fees named in this Section 2. If you fail to pay your bill on or before its due date, you agree to pay an administrative fee for late payment ("Late Payment Fee") as described below. Other fees and charges may also be assessed. You may submit your payment by mail, on our website, through our credit card autopay program, by calling a DISH Network customer service representative or by any other means we may designate. Different or other payment options may be applicable where billing is provided through a billing agent. If payment is made using a DISH Network customer service representative, a fee will be assessed ("Live Operator Payment Fee") as described below. If partial payments are made, they will be applied first to the oldest outstanding bill. We do not assume the risk of undelivered mail. If you send checks or money orders marked with a designation such as "payment in full," we can accept them without waiving any of our rights, including without limitation our rights to collect any other amounts owed by you, notwithstanding your characterization of such payment. DISH Network does not extend credit to our customers, and the Late Payment Fee is not interest, a credit service charge or a finance charge. You understand and agree that in the case of late payment or nonpayment for any Services ordered by you or for any of the charges stated below, we may report such late payment or nonpayment to credit reporting agencies. If you do not pay your bill in full by its due date, we have the right to disconnect your Services at any time thereafter, in our sole discretion. If your Services are disconnected for non-payment or for any other reason, DISH Network may require you to pay, and you agree to pay, all past due charges, a fee for reconnection ("Reconnect Fee"), a deposit equal to a minimum of one month's service charges and all outstanding balances accrued through the date of such disconnection, before we reconnect your Services. Unless required by applicable law, deposits will not be held segregated from other funds and shall not earn or accrue interest. If you at any time fail, neglect, or refuse to make timely payments for your Services, we may disconnect your Services and in such event shall be wholly relieved from any of our obligations under the terms and conditions of this Agreement. Promotional pricing is valid only at time of installation. Additional charges may apply for you to upgrade your Services or Equipment after installation or for non-standard installations.

C. If you paid for an annual or other multi-month subscription to any Services and your account is past due for any amount owed to us, at our option we may suspend any or all Services until we receive your payment, and/or convert your annual or other multi-month subscription to a monthly subscription. If we convert your multi-month subscription to a monthly subscription, we will first apply the amount you paid for your multi-month subscription to any past due amounts and then any remaining amounts to any obligations you incur in the future. If we elect to offset the amount paid for the remaining portion of a multi-month subscription against amounts past due, you agree to pay, in addition to all other applicable fees, an offset fee ("Offset Fee") for each month and partial month that your multi-month subscription was previously received.

D. If we use a collection agency or attorney to collect any money you owe us or to assert any other right which we may have against you, you agree to pay the reasonable costs of collection or other action. These costs might include, but are not limited to, the costs of a collection agency, reasonable attorney's fees and court costs. If there are billing errors or other requests for credit, you may contact our Customer Service Center by telephone or in writing. You must contact us within twenty (20) days after the date you receive the billing statement for which you are seeking corrections. Failure to timely notify us of a dispute shall constitute your acceptance of the corresponding bill. Undisputed portions of a billing statement must be paid before the next billing statement is issued to avoid an administrative fee for late payment. All payments for Services must be made directly by you to us. DISH Network shall have no obligation to provide Services for which payment is made by you or on your behalf to a third party.

E. In addition to (and without limitation of) any amounts due for your Services, you agree to pay the fees referenced below ("Fees") if and when applicable and as such fees may be changed at any time and from time to time. DISH Network reserves the right to increase these Fees or add additional Fees at any time and from time to time, in our sole discretion upon notice to you. Such notice may be provided by mail, on your bill, by telephone or by any other reasonable means.

|  |         |
|--|---------|
| Additional Outlet Programming Access Fee<br>(monthly, per additional tuner or receiver): | \$4.99  |
| Change of Programming Service Fee:   | \$5.00  |
| Duplicate Billing Statement Fee:   | \$2.00  |
| DISH Network DVR Service Fee<br>(monthly per Digital Video Recording receiver):          | \$4.98  |
| Late Payment Fee:  | \$5.00  |
| Ledger Request Fee:  | \$5.00  |
| Live Operator Payment Fee:   | \$5.00  |
| Offset Fee:  | \$2.00  |
| Overnight Delivery Fee:  | \$18.00 |
| Pay-Per-View Automated Fee:  | \$1.00  |
| Pay-Per-View Live Operator Fee:  | \$5.00  |
| Reconnect Fee:   | \$25.00 |
| Returned Payment Fee:  | \$10.00 |
| Service Access Fee (monthly):  | \$5.00  |
| Smart Card Replacement Fee:  | \$50.00 |

### 3. CANCELLATION OF SERVICE

A. Your Services will continue until cancelled as provided for herein. Your subscription will be automatically renewed unless and until you contact us to cancel it as provided for in the next paragraph.

B. You have the right to cancel your Services for any reason and at any time by notifying us via telephone, via e-mail or in writing, at the phone number, e-mail address or mailing address set forth on the first page of this Agreement. Please be aware that certain promotions have a minimum term agreement and if you cancel your service prior to the expiration of that term agreement, certain early termination or cancellation fees may apply.

## ***Residential Customer Agreement***

C. DISH Network has the right to disconnect your Services at any time without providing notice to you if: (i) you fail to pay any bill when it is due; (ii) we receive confirmation that you have received Services, or any part of Services without paying for them; (iii) you otherwise violate the terms and conditions of this Agreement or any promotion agreement; (iv) you transfer, encumber or relocate your Equipment (unless you relocate such equipment as part of a residential move into an area that can receive Programming); (v) you assign or attempt to assign any of your rights, duties or obligations under the terms and conditions of this Agreement or any promotion agreement; (vi) you are receiving applicable services from a third party billing agent and become ineligible for such services; or (vii) any act of bankruptcy on your part or the commencement of bankruptcy proceedings against you.

D. If your Services are canceled or disconnected for any reason, you are still responsible for payment of all outstanding balances accrued, including without limitation any applicable Fees.

E. You understand that, except in certain limited circumstances, charges for Services, once charged to your account, are nonrefundable and no refunds or credits will be provided in connection with the cancellation of subscriptions. If you received a discounted price in exchange for your agreement to pay for your Services on a multi-month basis, and you cancel your Services prior to the expiration of your multi-month subscription, you understand and agree that you are not entitled to any refund or credit for the unused portions of your multi-month subscription and that we may retain any prepaid monies as liquidated damages.

### **4. EQUIPMENT**

A. In order to receive Services it will be necessary for you to purchase or lease certain reception equipment consisting primarily of a DISH Network compatible satellite receiver(s), satellite antenna(s), low noise block converter(s) with integrated feed(s) ("LNBFs") and remote control(s) (collectively, "Equipment"). Receiver(s) provided to you may also be equipped with a conditional access card ("Smart Card") inserted into a slot in such receiver. Not all receivers with a Smart Card slot require Smart Cards for proper authorization. Smart Cards remain the property of DISH Network at all times and any tampering or other unauthorized modification to any Smart Card is strictly prohibited and may result in, and subject you to, legal action. You agree to return Smart Cards to us upon our request.

B. Smart Cards are non-transferable. Your Smart Card will only work in the DISH Network receiver to which it was assigned by DISH Network. If you report to our Customer Service Center that your Smart Card was lost, damaged, defective or stolen, then we will replace it, as long as there is no evidence of unauthorized tampering or modification. A replacement fee will apply ("Smart Card Replacement Fee"). In addition, in order to minimize downtime for your Equipment, DISH Network will, upon your request, deliver a replacement Smart Card to you via overnight delivery in which event our overnight delivery fee ("Overnight Delivery Fee") will apply.

C. DISH Network reserves the rights to alter software, features and/or functionality in your DISH Network receiver, provide data and content to Personal Video Recorder/Digital Video Recorder ("PVR/DVR") products, store data and content on the hard drives of PVR/DVR products, and send electronic counter-measures to your DISH Network receiver, through periodic downloads. DISH Network will use commercially reasonable efforts to schedule these downloads to minimize interference with or interruption to your Services, but shall have no liability to you for any interruptions in Services arising out of or related to such downloads.

D. DISH Network's PVR/DVR Products allow you to record programming in digital format. Total recording time varies depending on your receiver and the nature of the programs being recorded. DISH Network does not guarantee access to or recording of any particular programming. Most programming is the copyrighted material of the third party that supplies it, is protected by copyright and other applicable laws, and may not be reproduced, published, broadcast, rewritten, or redistributed without the written permission of the third party that supplied it except as permitted by the "fair use" provisions of the U.S. copyright laws. DISH Network may, in its sole discretion, add, change or remove features of its PVR/DVR Products and, upon notice to you, introduce or change fees for the use of PVR/DVR Product features. DISH Network will notify you of any change that is within its reasonable control.

E. Your DISH Network receiver contains components and software that are proprietary to DISH Network. You agree that you will not try to reverse-engineer, decompile or disassemble any software or hardware contained within your receiver or our Smart Card. Such actions are strictly prohibited and may result in the termination of this Agreement, disconnection of your Services and/or legal action.

F. To optimize the operation of your Equipment, you must connect each DISH Network receiver on your account to a land-based telephone line. For accounts containing multiple receivers, each receiver must be continuously connected to the same land-based telephone line. Failure to connect each receiver to the same land-based telephone line may result in interruption or disconnection of Services.

G. If your Equipment is stolen or otherwise removed from your premises without your authorization, you must notify our Customer Service Center immediately, but in any event not more than three (3) business days after such removal to avoid liability for payment for unauthorized use of your Equipment. You will not be liable for unauthorized use that occurs after we have received your notification.

H. You are licensed to use the software provided in your DISH Network receiver(s), as updated by DISH Network from time to time, solely in executable code form and solely in conjunction with lawful operation of the DISH Network receiver(s) that you purchased or leased. You may not copy, modify or transfer any software provided in your DISH Network receiver(s), or any copy thereof, in whole or in part. You may not reverse engineer, disassemble, decompile or translate such software, or otherwise attempt to derive its source code, except to the extent allowed under any applicable laws. Any attempt to transfer any of the rights, duties or obligations of this license agreement is null and void. You may not rent, lease, load, resell for profit or distribute any software provided in your DISH Network receiver(s), or any part thereof. Such software is licensed, not sold, to you for use only under the terms and conditions of this license agreement, and DISH Network and its suppliers reserve all rights not expressly granted to you. Except as stated above, this license agreement does not grant to you any intellectual property rights in the software. If you breach any term or condition of this license agreement, this license agreement will terminate immediately upon notice to you.

### 5. LEASED EQUIPMENT

A. DISH Network may, from time to time, lease certain Equipment to subscribers. If you elect to lease Equipment from DISH Network, the terms and conditions of the applicable promotional lease agreement shall apply, which are in addition to (and without limitation of) the terms and conditions of this Agreement. Unless otherwise provided in your promotional lease agreement, such Equipment shall at all times remain the sole and exclusive property of DISH Network and we will have the right, in our sole discretion, to provide or replace leased Equipment with new or reconditioned Equipment and to remove, or require the return of, such Equipment upon cancellation or disconnection of your Services for any reason. None of such Equipment shall be deemed fixtures or part of your realty. Our ownership of such Equipment may be displayed by notice contained on it. You shall have no right to pledge, sell, mortgage, otherwise encumber, give away, remove, relocate, alter or tamper with such Equipment (or any notice of our ownership thereon) at any time. Any reinstallation, return of, or change in, the location of such Equipment shall be performed by us at our service rates in effect at the time of such service. You shall not attach any electrical or other devices to, or otherwise alter any, Equipment without our prior written consent. We reserve the right to make such filings as may be determined to be necessary by us in our sole discretion to evidence our ownership rights in such Equipment, and you agree to execute any and all documents as may be so determined to be necessary for us to make such filings. You are responsible for preventing the loss or destruction of leased Equipment and we recommend that such Equipment be covered by your homeowners, renters or other insurance policy.

B. Upon termination of your Services, you must notify our Customer Service Center or call the telephone number set forth in your promotion agreement to schedule the return of your leased Equipment. If such Equipment is not returned in working order, normal wear and tear excepted, certain charges will apply as described in your governing promotion agreement. You are responsible for, and agree to pay, any costs of repair, replacement or other costs if you do not return such Equipment in an undamaged condition.

C. You shall notify us promptly of any defect in, damage to, or accident involving your leased Equipment. All maintenance and repair of such Equipment shall be performed by us or our designee(s). DISH Network may charge you for any repairs that are necessitated by any damage to, or misuse of, such Equipment.

**6. TRANSFER OF ACCOUNT, SERVICES OR EQUIPMENT**

DISH Network may sell, assign or transfer your account to a third party without notice to you. You may not assign or transfer your Services without our written consent which will not be unreasonably withheld. We may, however, refuse to allow you to assign or transfer your Services if you lease your Equipment or if your account has an outstanding balance.

**7. LIMITATION OF OUR LIABILITY**

A. NEITHER WE NOR OUR THIRD PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES WILL BE LIABLE FOR ANY INTERRUPTIONS IN SERVICE OR FOR ANY DELAY OR FAILURE TO PERFORM, IF SUCH DELAY OR NONPERFORMANCE ARISES IN CONNECTION WITH THE TERMINATION OR SUSPENSION OF DISH NETWORK'S ACCESS TO ALL OR ANY PORTION OF SERVICES, THE RELOCATION OF ALL OR ANY PORTION OF THE SERVICES TO DIFFERENT SATELLITE(S), A CHANGE IN THE FEATURES AVAILABLE WITH YOUR DISH NETWORK DBS EQUIPMENT, ANY SOFTWARE OR OTHER DOWNLOADS INITIATED BY US OR ANY ACTS OF GOD, FIRES, EARTHQUAKES, FLOODS, POWER OR TECHNICAL FAILURE, SATELLITE OR UPLINK FAILURE, ACTS OF ANY GOVERNMENTAL BODY OR ANY OTHER CAUSE BEYOND OUR CONTROL.

B. NEITHER WE NOR OUR THIRD PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES WILL BE LIABLE FOR ANY DAMAGE RESULTING FROM LOSS OF RECORDED MATERIAL OR THE PREVENTION OF RECORDING DUE TO ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT.

C. EXCEPT AS EXPRESSLY PROVIDED TO THE CONTRARY BY APPLICABLE STATE LAW, NEITHER WE NOR OUR THIRD PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES MAKE ANY WARRANTY, EITHER EXPRESSED OR IMPLIED, REGARDING YOUR DISH NETWORK DBS OR ANY OTHER EQUIPMENT OR ANY SERVICES FURNISHED TO YOU. ALL SUCH WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED AND EXCLUDED.

D. IN NO EVENT SHALL WE, OUR THIRD PARTY BILLING AGENTS, OR ANY OF OUR OR THEIR AFFILIATES HAVE ANY LIABILITY FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATING TO DBS OR ANY OTHER EQUIPMENT OR RESULTING FROM OUR FURNISHING OR FAILURE TO FURNISH ANY SERVICES OR EQUIPMENT TO YOU, OR FROM ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT FURNISHED TO YOU.

E. It is your responsibility to impose any restrictions on viewing by you, other members of your household, or guests, and we, our third party billing agents, or any of our or their affiliates shall have no liability to anyone due to, or based upon, the content of any of the Services furnished to you.

**8. WARNING AGAINST PIRACY AND INFRINGEMENT**

A. It is a violation of various U.S. federal and state laws to receive any Services, or any portion of such Services, without paying for them. The penalties for violating such laws can include imprisonment and civil damage awards of up to \$110,000 per violation.

B. Title 47, Section 605(e)4, United States Code (U.S.C.) makes it a federal crime to modify Equipment to receive encrypted (scrambled) television programming without payment of required subscriptions. Conviction can result in a fine of up to \$500,000 and imprisonment for five years, or both. Any person who procures or willfully causes such modification to Equipment is an accessory to that offense and may be punishable in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation. Equipment may incorporate copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of such copyright protection technology must be authorized by Macrovision, and is intended for home and other limited pay-per-view uses only unless otherwise authorized by Macrovision. Reverse engineering or disassembly is prohibited.

**9. GENERAL**

A. Physical Address/Change of Address. When setting up your DISH Network account, you agree to provide us with the physical street address where your Equipment will be located and your Services provided. A post office box does not constitute a physical address and is not sufficient to meet this requirement. You agree to give us prompt notice of your change of name, mailing address, physical address where your Equipment is located, or telephone number. You may do this by notifying our Customer Service Center by telephone or in writing.

B. Notice. If we send you notice, it will be considered given when deposited in the U.S. Mail, addressed to you at your billing address or hand-delivered to you. Our notice to you will also be effective if provided on your billing statement or by telephone. If you give notice to us, it will be deemed given when received by us at the address listed in this Agreement.

C. Credit Checks. You authorize DISH Network to investigate your financial responsibility and creditworthiness, including without limitation acquiring credit reports and histories, and to report any payment defaults to credit reporting agencies. Under the Fair Credit Reporting Act, you have the right to notify DISH Network if you believe we have reported inaccurate information about your account to any Consumer Reporting Agency. Please include the specific item of dispute and why you believe the information reported is in error in any such notice.

D. Personal Information. If you have an on-line account with us, you are fully responsible for maintaining the confidentiality of your password and account username and for all activities that occur under your password and/or account. You agree to: (i) keep your account username and password confidential and not share them with anyone else, and (ii) immediately notify us of any unauthorized use of your password and/or account or other breach of security.

E. Applicable Law. This Agreement, including without limitation all matters relating to its validity, construction, performance and enforcement, and any claim, complaint or dispute arising out of or related to this Agreement or Services, shall be governed by the laws of the State of Colorado without giving effect to its conflict of law provisions. These terms and conditions are subject to amendment, modification or termination if required by such regulations or laws. If any provision in this Agreement is declared to be illegal or in conflict with any law or regulation, that provision may be deleted or modified to the maximum extent permitted under applicable law, without affecting the validity of any other provisions.

F. Billing Agents. We may enter into relationships with third parties to provide billing and other services on our behalf in which case the terms and conditions of this Agreement shall apply to such third parties as applicable under the circumstances.

G. Other. No salesperson, installer, customer service representative, authorized retailer, or other similarly situated individual is authorized to change the terms and conditions of this Agreement. DISH Network may, however, change the terms and conditions of this Agreement at any time and from time to time in its sole discretion and will notify you if that occurs. The terms and conditions of this Agreement that either are expressly stated to survive or by their nature would logically be expected to survive its expiration or termination shall continue thereafter until fully performed. This Agreement is in addition to any other written agreement between you and DISH Network, including without limitation any installation agreement, lease agreement or promotion agreement. Any and all prior oral or written representations, warranties, covenants, understandings or agreements regarding the subject matter hereof are incorporated by reference in, or superseded by, this Agreement, and such other prior oral or written representations, covenants, understandings or agreements shall be of no further force or effect whatsoever. In the event of any conflict between the terms and conditions of this Agreement and any promotion agreement, the terms and conditions of such promotion agreement shall be controlling.

## FCC COMPLIANCE

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The following text is extracted from Federal Communications Commission (FCC) regulations, as of the publication date of this Guide. Contact the FCC (see following) or your library for the complete text of the regulations.

### TELEPHONE COMMUNICATION

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back panel of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant RJ-11 telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant, such as RJ-11. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

|                                      |      |
|--------------------------------------|------|
| FCC Ringer Equivalence Number (REN): | 0.5B |
|--------------------------------------|------|

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact DISH Network at 1-800-333-DISH (3474). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

There are no user serviceable parts inside.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

### COMPLIANCE INFORMATION STATEMENT

EchoStar Technologies Corporation, 94 Inverness Terrace East, Englewood CO., (303) 706-4000, declares that:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



**Notes**